



Monmouthshire County Council's Annual
Welsh Language Monitoring Report
2013 – 2014



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 2013-14, identifies progress against the Action plan and gives details of good practice and significant developments.

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 in place for staff in relation to translation, the provision of services and Welsh Language requirements. The Council's website is now bilingual and further work is being carried out to translate key documents etc. We are also 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 or downloadable documents are not up to date or any other issues that may arise
- Looking at key strategic documents and responding to engagement correspondence to ensure that we are giving proper consideration to the Welsh Language in Monmouthshire.
- Sending them information regarding Welsh Language events, job vacancies etc.
- Acting as an interface between the Council, partners and Welsh Language groups etc to disseminate any Welsh Language information, events etc.

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 (alongside Cardiff City Council , we were one of only 2 Welsh Councils to see an increase in the numbers of Welsh speakers). The Council has recently completed the Welsh Language Commissioners’ Welsh Language Standard formal investigation questionnaire which has revealed that we already do a very high proportion of what will be asked of us in the near future. The key issue that needs addressing is the level of consistency of application across the whole Council.

Paul Matthews
Chief Executive

Councillor Peter Fox
Leader of the Council

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

Welsh Language Scheme Compliance

Monmouthshire County Council's Welsh Language Scheme contains the following action plan of measures and target dates.

Action Plan 2013 -2014

Service Planning and Delivery

PARAGRAPH	MEASURE	YEAR TWO TARGET	PROGRESS	RESPONSIBILITY
4.1.1	Assess linguistic consequences of new policies or initiatives	YR1-Audit sample of Equality Impact Assessments to measure number of changes to Welsh language policies.YR2- As year 1, whilst seeing a percentage increase in effectiveness	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 and Induction training. EQIA of The Council's financial savings proposals was a key piece of work that once more had the Welsh Language as an additional Protected characteristic. This process had in depth conversations regarding charging for school transport and the right to Welsh Medium education.	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 Hub"	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 regarding Welsh Language Act 1993 compliance are now included in contract documents. Any issues of non-compliance during monitoring will be formally addressed	Policy Officer E+WL/Procurement Team
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Dealing with the Welsh Speaking Public

PARAGRAPH	MEASURE	YEAR TWO 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	Monitor database	Excel Database being kept by Policy Officer E + WL. Working group to be established to look at this issue.	Policy Officer E+WL/Innovation Officer /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 Hub"	Policy Officer E+WL/Customer Access Manager
5.1.6	Ensure circulars and standard letters to public are issued bilingually	Compose document in conjunction with service areas outlining protocols	Circular and standard letters to the public are issued bilingually	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	Make all automated correspondence bilingual. Audit and review current procedures	Council tax and election material all produced bilingually automatically	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 needs addressing	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.	Details in the 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.	This area needs addressing	Supervisor Reception/Customer Access manager/Policy Officer E+WL
5.3.1	Invite contributions at public meetings in Welsh or English	Review guidance, update and re-publicise	A Strapline has been added to Council invitations to meetings.	Democratic Services/ Policy Officer E+WL

5.3.4	Develop a bilingual website	Review Welsh content. Monitor % of English content to % of Welsh content	New website purchased and in place. Translations of documents and any outstanding pages currently being done. New management system does not allow English pages to be loaded without accompanying Welsh versions in order to maintain the integrity of the Welsh site. Siaradwyr Sir Fynwy are using and policing the site for us.	Web Team, Policy Officer E+WL
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The Council's Public Face

PARAGRAPH	MEASURE	YEAR TWO TARGET	PROGRESS	RESPONSIBILITY
6.1.1	Establish a bilingual corporate identity	Review, update and re-publicise.	Corporate Identity Strategy (Branding Report) developed and in use.	Corporate Communications Team
6.1.2	Issue guidance on corporate identity	Review, update and re-publicise	Published on "The Hub"	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 Hub".	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) Meeting held with Town and Community Councils regarding naming protocols. (b) currently using the Standardised list of Welsh place names issued by the Welsh Language Board 3 years ago when advising on translation or accuracy of place name translation requests. Protocol developed and agreed with Highways and GIS officers who deal with the Land and Property Gazeteer.	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 Hub" 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	Policy Officer E+WL

			Officer E+WL and the Welsh Language Support Officer also advise departments on bilingual design if required.	
6.5.1	Issue bilingual and Welsh-language press releases where appropriate	Increase % of Welsh/bilingual press releases to 50%.	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	Raise % of Welsh exhibitions/displays to 20%.	A meeting has been arranged for 30 th April 2014 with Head of Leisure Services to ensure that displays etc are all done bilingually	Policy Officer E+WL/ Corporate Communications Team
6.6.2	Issue guidance on advertising and publicity	Review, update and re-publicise	The detail is all to be found in our Welsh Language scheme, Corporate Branding Guidelines and our Editorial policy.	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.	Surveys are now beginning to be carried out bilingually. The surveys are supported by the Partnership and Engagement Team who have the Policy Officer E+WL and the Welsh Language Support Officer as members to ensure compliance.	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.	Some notices are done but this area needs reviewing and a meeting has been arranged between the Policy Officer E+WL and the Head of Legal Services to discuss the way ahead..	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 requires that Welsh Essential posts are advertised in Welsh only.	Human Resources/ Policy Officer E+WL
6.7.3	Issue revised guidance on public notices and recruitment advertising	Review, update and re-publicise	A meeting with HR has outlined the recruitment process.	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	A Strapline inviting people to take part in meetings through the medium of Welsh has been added to Council meeting official invitation notices.	Democratic Services/Policy Officer E+WL

Implementing and monitoring the scheme

PARAGRAPH	MEASURE	YEAR 2 TARGET	PROGRESS	RESPONSIBILITY
7.1.1	Develop a Welsh Linguistic Skills Strategy (WLSS)	Ensure implementation and re-publicise	Welsh Language Linguistic Skills Strategy monitored by the Corporate Equality Network (CEN)	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	Corporate audit being carried out now by HR. Also Social care staff being audited to gain awareness of staff skills to carry out the "Mwy na geiriau strategy"	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	Classes and taster courses arranged annually	Policy Officer E+WL
7.3	Consider linguistic ability when recruiting staff	Assess vacant posts for linguistic requirements	This issue has been addressed with HR and the process is in place. Will need to monitor for compliance	Human Resources/ Policy Officer E+WL/Divisions
7.4	Encourage vocational training in Welsh language	Review and identify areas where training would be desirable	No take up as yet. Council will continue to offer.	Policy Officer E+WL / Corporate Training
7.5.2	Make Cysgliad software available to Welsh speaking staff	Collaborate with IT to assess processes/feasibility.	10 licences purchased and staff signed on to use software.	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. No complaints received in 2013-14	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 4 th June 2014 and subsequently to the Welsh Language Commissioner by the 30 th 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 Hub" and on the Council's staff magazine "Team Spirit". Will go to Siaradwyr Cymraeg Sir Fynwy (Welsh Speakers Network of 130 people) 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. Also monitored by the Corporate Equality Network (CEN)	Policy Officer E+WL/Head of Resource and Performance Management

Welsh Language Frontline Services –

Monmouthshire Youth Service working with the Welsh language and culture 2013-14

Clwb y Fenni - Wednesday Nights

- This club operated for pupils from the local Welsh primary school. The Chief Officer for Children and Young People is having talks with the Urdd to jointly fund an officer with Torfaen and Blaenau Gwent.
- The Menter Iaith ran a successful February half term Welsh medium playgroup for Ysgol Gymraeg Y Fenni.
- The Menter Iaith is running a Clwb Carco for Ysgol Gymraeg Y Fenni once a week.

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 18 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. This club 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.

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) is continuing the task of locating existing Welsh speakers and learners etc amongst the staff and Elected Members of the Council. A full audit is currently being undertaken as part of the WLSS and will allow the Council to assess future needs, recruitment, training etc.
- Social Care and Housing are also carrying out their own staff audit to try and ensure that they have sufficient staff to be able to provide a service to Welsh speakers under the Welsh Government's "Mwy na Geiriau Strategy".
- So far we have identified that there are 24 fluent (Rhugl) Welsh speakers, 16 intermediate (Canolradd and Sylfaen) and 38 learners (Sylfaen and Mynediad) that have been identified. We have a class of 6 doing year 1 Cwrs Mynediad and we ran a very successful Welsh language taster course for 21 members of staff in May 2013.

- The Policy Officer E+WL has approached fluent staff to assess their skills and ask if they would be willing to act as third party Welsh speakers for the Council and is awaiting responses from some. The final list will include details of name, department, post and contact number and will accompany a guidance note to all staff underlining the phone answering service and the list will be placed on “The Hub”.
- When posts become vacant they are reviewed and the linguistic requirements are considered. Posts designated Welsh Essential need to be advertised through the medium of Welsh.
- 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 Hub” 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.

Scheme Management and Administration

Procurement (WLI 1)

- The Policy Officer E+WL has reviewed the Council's Contract documentation which was developed by the Welsh 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). The Council does not have any contracts that are specifically linked to Welsh Language provision.
- 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 Strategic Partnerships and on a quarterly basis by the Corporate Equality Network (CEN)

Departmental business / service plans –

- The Policy Officer E+WL has had initial discussions with the Performance and Improvement Team regarding this and a meeting has been arranged to pinpoint the relevant information that needs to be monitored and reported upon.

Standard of Welsh-language services (WLI 6)

- Records show that the Council did not receive any complaints in relation to the operation of the Welsh Language Scheme during 2013-2014. 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 once again approximately 90%+ complete. The Council recently purchased a new website and has almost completely finished translating the pages. The new website has a built in management system which will not allow any English pages to be published without the accompanying Welsh page and this should guarantee the future integrity of the Welsh site. The Council are quite rightly very proud of the progress they have made with this large project.

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 :
24 fluent (Rhugl) Welsh speakers, 16 intermediate (Canolradd and Sylfaen) and 38 learners (Sylfaen and Mynediad) that have been identified have been identified so far.
A full audit is currently being carried out in order to inform our requirements under the Welsh Language Linguistic Skills Strategy and the “Mwy na geiriau Strategy”. Also Social Care are in the process of auditing their staff and have also carried out this exercise with our private sector care providers.
- The Council held a **2 day taster course** in June 2013 and 21 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 in the workplace courses** were made available to staff and in total 10 staff started attending courses but as is usual this had dropped off to a steady 6 by the end of March 2014. It is fully expected to offer a 2 day taster course and

Cwrs Mynediad for September 2014. We have also discussed the possibility of a Clwb Clonk for those lacking practice or confidence.

- The **Corporate Induction process**, which is mandatory for 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.

Mainstreaming the Welsh Language

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

- The Council has recently **delivered on a key Welsh Language issue** – it has responded in detail on the Welsh Language Commissioners Formal Investigation on the proposed Welsh Language Standards. The investigation has focussed the Council on what it has committed to do in its previous and current Welsh Language Schemes the first of which was written in 1998.
- 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.**”
- The **EQIA process** has been reviewed 3 times over the last year with the aim of making it more user friendly and allowing staff to gain an understanding of how decisions made can have an adverse impact on people from the protected characteristics. Although the Welsh Language does not come under the auspices of the Equality Act 2010, the Council regard it as a 10th protected characteristic to underline its importance in the EQIA process and this will hopefully begin to see it mainstreamed into new policies, procedures and functions.
- The Welsh Language Editorial policy has been written and put on “The Hub”.
- An agreement has been reached with sign manufacturers Monwel Hankinson to send signage to MCC to proof check before manufacture in order to eliminate costly and embarrassing spelling issues that lead to formal complaints.

- The Councils' Street numbering and naming policy has been reviewed and updated.
- Siaradwyr Sir Fynwy is a database of Monmouthshire Welsh speakers who have expressed an interest in being used as a sounding board for strats and pols etc – At present the database has reached 130 people.
- A TWF pack is given to all expectant staff by Human Resources.
- The Council's statutory Single Integrated Plan (SIP) consultation was sent to Welsh schools in Welsh only.
- SIP consultation – I pads were used with the choice of Welsh or English versions of the questionnaire to complete.
- 21 members of staff attended a 2 day taster course at County Hall in Usk.
- 10 new starters for Cwrs Mynediad Welsh Class in Usk Sep 2013.
- After a meeting with Abergavenny Food Festival and Winter festival – the Council facilitated the translation of advertising, badges etc.
- Simultaneous translation was arranged for planning meeting County Hall Usk – this the first time this has happened in the history of both Monmouthshire County Council and its predecessors Gwent County Council and Monmouth District Council.
- The Urdd took Caldicot Comprehensive Schools' year 12 Lefel A class to Glan Llyn.
- The Council's new Welsh website sent to Siaradwyr Sir Fynwy to review and comment.
- TV and radio interviews are now carried out through the medium of Welsh by Welsh speaking Council staff.
- A Staff audit of private sector care providers was carried out for the purposes of the "Mwy na geiriau" strategy.
- A procedural **guidance note** was written for Highways staff to ensure the accuracy of the translation of street signage.
- Alongside this 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 Hub".
- The Council's Policy Officer E+WL attends Grŵp Deddf and WLGA Rhwydiaith meetings and disseminates good practice to mainstream through the Council.

- **The Welsh Language strategic Partnership Group** led by the Children and Young Peoples Directorate 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 the County's Welsh language provision.
- 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 (Siaradwyr Cymraeg Sir Fynwy) to keep us challenged on delivering this aim.
- Once a quarter a Welsh language related article is produced in "**Team Spirit**" – the Council's internal staff magazine – in order to raise an interest and awareness in the language.
- The Menter Iaith Blaenau Gwent Torfaen Mynwy (Menter BGTM), the Urdd are invited to attend the Council's **engagement panels and events** and are members of the Monmouthshire Diversity and Equality Group (MDEG) to give a Welsh Language input into key Council strategies and policies
- The Policy Officer E+WL is the **Joint Chair of Menter Iaith BGTM**.

Analysis of Performance by Priority and Target

Areas that need to be addressed

The below actions are the ones that have not been carried out from Year 2 of the comprehensive Welsh Language Action Plan.

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

- **5.2.1 Answer telephone calls bilingually**
Action year 2 – Audit and review through mystery shopper exercise
Solution – Once the list of Council Welsh speakers/third part contacts has been completed a guidance note will go out to all staff on the answering process. Departments/Divisions are responsible for monitoring through their departmental service plans.

- **5.2.4.** Provide bilingual corporate answer phone messages
Action year 2 – Audit and review current processes
Solution – Corporate Equality Network will advise of locations. The Policy Officer E+WL and Welsh Language Support Officer will carry out the task.
- **6.7.1** Produce official and public notices bilingually
Action year 2 – seek/compile a register of public notices. Make 30% of Welsh/bilingual notices compared to English only
Solution – Meeting arranged for May 2014 with Head of Legal Services to discuss and address.

Good practice –I

- Look at section 5 above

Monitoring

- A **network** of 130 Monmouthshire Welsh speakers (Siaradwyr Cymraeg Sir Fynwy) 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.

Publishing Information on Performance

Once finalised, this report will be made available on "The Hub" 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.

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 (Siaradwyr Cymraeg Sir Fynwy) 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%

Appendix 2 MCC Welsh Language speakers by department - WLB Performance indicator WL15

Linguistic ability-
Rhugl/Uwchradd/Canolradd/Sylfaen/Mynediad

Name	Dept	Location	Ability	Course/area raised	Qualif Grade
David Barnes	Partnership + Engagement	Coed Glas	Rhugl	Gwynllyw	B/B
Leigh Beach	Licensing	Melville Theatre	Rhugl	Gwynllyw	
Alan Burkitt	Partnership + Engagement	Usk	Rhugl	WLPAN/ O & A Level	A/A
Mark S Davies	Architects	Magor	Rhugl		
Ted Davies	Refuse Collector	Abergavenny	Rhugl	Dosbarth Nos	Pass
Megan De Silva	Aber/Chep/ Mon Museums	Chep Museum	Rhugl	Gogledd	
Jaime Evans	Action for Children	SLA S/Care	Rhugl	Ysgol Cwm Rhymni	
Ioan Gealy	Legal	Usk	Rhugl	Aberystwyth	
Hywel Griffiths	Social Services	Tudor St	Rhugl	Ysgol Cwm Rhymni	
Lee Godwin	IT (SRS)	Blaenafon	Rhugl		
David Jones	Councillor	Crucornau	Rhugl	Penrhyncoch	
Sarah McGuinness	CYP	Usk	Rhugl	Cwm Rhymni	
Bethan North	CYP/Healthy schools	Usk	Rhugl	First language speaker	
Mike Richardson	Environmental Health	Monmouth	Rhugl	Aberdyfi/Caerfyrddin	
Siân Sexton	Training Manager	Magor	Rhugl		
Pete Tamlyn	Social Services	Severn View	Rhugl	Abertawe	
Alun Thomas	Environmental Health	Monmouth	Rhugl	Caerfyrddin	
Jill Thomas	Human Resources	Magor	Rhugl	Castell Newydd Emlyn	B/E

Alun Thomas	Social Services	Home Care Aber		Rhugl		GCSE
Roma Zdbeilo	Youth Services			Rhugl		
Elen McElroy	Social services	Mental Health		Rhugl	Hywel Dda Res Centre	Chepstow
Carol Ann Young	Youth services	Face 2 Face		Rhugl	Mounton House	
Jacalyn Richards	Social Services	Youth Offending		Rhugl		
Claire Jones	CYP	SPLD		Rhugl		
Adrian Woods	Leisure			Rhugl	Cwrs Mynediad - Uwch	studying
Simon Burch	Social Services	Magor		Uwchradd		
Liz Williams	Finance	Magor		Uwchradd	Cwrs Mynediad - Uwch	studying
Guy Delamere	Regeneration	Usk		Uwchradd	Cwrs Mynediad - Uwch	
Deserie Mansfield	Regeneration	Usk		Uwchradd		
Wayne Moriarty	Social Services	Severn View		Uwchradd	07736 004113	
Morag Sinton	Planning Countryside	Usk		Uwchradd	Cwrs Uwch 2	
Sarah Keogh	Social Services	Home Care Aber		Canolradd	GCSE higher tier	
Heather Heaney	Social Services	Safeguarding		Canolradd	Lefel A/Uwch/Maestrioli	
John Davies	Property Services	Magor		Canolradd	Rhydaman	
Rob Webb	Communications manager	Magor		Canolradd		
Sharon Randall Smith	CYP	Magor		Canolradd	Diploma in Welsh	
Dewi Jones	Communications	Magor		Canolradd		
Carolyn Derosaire	Road Safety Officer	Raglan Depot		Canolradd	Cwrs Mynediad/Lefel O	
Dan Davies	Innovation Officer	Usk		Canolradd	Lefel A	A
Clare Morgan	Social Services	Maindiff Court		Canolradd	OCN x4/WJEC entry/foundation	

Mark Langley	Planning	Countryside	Canolradd	Lefel O	
Lisa Roberts	Resources	Raglan Depot	Sylfaen	Cwrs Mynediad/ Sylfaen	
Tracey Finnis	Housing		Sylfaen	Cwrs Mynediad x 3	
Leanne Jones	Social Services S/Worker	Fostering	Sylfaen	Cwrs Sylfaen	studying
Cllr Sara Jones	Councillor	Llanover	Sylfaen	WLPAN 1	
Sarah Harp	Partnership + Engagement	Usk	Sylfaen	TGAU A	
Angela Guest	Sundry Debtors	Magor	Mynediad	Cwrs Mynediad 2 years	
Roger Joy	Street lighting	Pontypool	Mynediad	Cwrs Mynediad Yr 1 x 2	
Cllr Giles Howard	Councillor Gilwern/Llanelli Hill	Magor	Mynediad	Cwrs Mynediad	
Debra Hill-Howells	Estates	Magor	Mynediad	GCSE/ Cwrs Myned	studying
Rachael Rogers	Curator	Abergav Castle	Mynediad	Sylfaen pass - 5 years	
Deirdre Poulson	Directorate Support	Magor	Mynediad	School + MCC Course	
Julie Taylor	Castle custodian	Abergavenny	Mynediad		
Simone Teunissen	Economic Development	Aventa	Mynediad	Cwrs Mynediad	
Alison Nowell	Receptionist	Magor	Mynediad	Dosbarth Nos 2 years	
Murray Andrews	Legal Officer	Magor	Mynediad	Dosbarth Nos 1 year	
Rhian Cook	Project Support Officer	Coed Glas	Mynediad	Cymraeg I'r teulu	
Tracey Thomas	Youth Services Manager	Magor	Mynediad	Dosbarth Nos complete	
Helen Nevill	Social Services	Magor	Mynediad	Cwrs Mynediad 1 - 15	
Cllr Linda Guppy	Councillor	Caldicot	Mynediad	Dosbarth Nos	
Cllr Maureen Powell	Councillor	Abergavenny	Mynediad	Dosbarth Nos	
Hazel Ilett	Scrutiny Officer	Usk	Mynediad	WLPAN (DNC)/Cwrs Mynediad	
Rob Tranter	Head of Legal Services	Usk	Mynediad	Blaenau Gwent	

Peter Mullen	Highways	Raglan Depot		Mynediad	Cwrs Mynediad	
Paul Keeble	Highways	Magor		Mynediad	Cwrs Mynediad	
Jess Roberts	Comms	Usk		Mynediad	Cwrs Mynediad	
Amy Gullick	Democracy + Performance	Usk		Mynediad	GCSE C	
Tudor Baldwin	Legal	Usk		Mynediad	Dosbarth Nos 2 years	
Annie Bartlett	Legal	Usk		Mynediad	Dosbarth Nos 2 years	
Linda Watkins	Legal	Usk		Mynediad	Dosbarth Nos 2 years	
Sandra Wood	Social Services			Mynediad	Cwrs Mynediad	studying
Liz Thomas	CMC2	Magor		Mynediad	Cwrs Mynediad	studying
Louise McGuinness	Aventa			Mynediad	Cwrs Mynediad	studying
Jo Collett	Social Services	Youth Offending		Mynediad	Cwrs Mynediad	studying
Steve Beard	Social Services			Mynediad	Cwrs Mynediad	
Carol Phillips	Social Services	May		Mynediad	Trainee s/worker	
Sacha Brown	Social Services	Chepstow		Mynediad	Trainee s/worker	
Alis Bedell	Social Services	Abergavenny		Mynediad	School 10 years ago	
19th + 25th June 2013	2 Day taster course					
Julie Edwards	Arch Rowan Williams	Caldicot		2day taster		
Richard Wellington	Parking warden	Abergavenny		2day taster	Cwrs Mynediad	
Amelia Wheatstone	Partnership + Engagement	Usk		2day taster		
Owain Jones	Partnership + Engagement	Usk		2day taster		
Amy Elliott	Partnership + Engagement	Usk		2day taster		
Geraint Spacey	Youth Offending			2day taster		

Jo Collet	Youth offending			2day taster	Cwrs Mynediad	studying
Andrea Williams	Youth Offending			2day taster		
Pete Mullen	Highways	Raglan Depot		2day taster		
Nicola Taylor	Budden Cres	Caldicot		2day taster		
Wendy Mustow	Highways	Raglan Depot		2day taster		
Sue Dryburgh	Social Services	Magor		2day taster		
Helen Dodds	Tourism	Tintern Station		2day taster		
Rebecca Hollis	Tourism	Tintern Station		2day taster		
Yvonne Davies	Tourism	Tintern Station		2day taster		
Paul Keeble	Highways	Raglan Depot		2day taster		
Debbie Blakebrough	Councillor	Trellech United		2day taster		
Jo Goodwin	Communications	Usk		2day taster		