

WELSH LANGUAGE STANDARDS: COMPLIANCE AND MONITORING REPORT 27<sup>th</sup> JULY 2021

This table has grouped the Standards into themes for ease of reference. A full list of the standards is available at: <http://www.monmouthshire.gov.uk/app/uploads/2017/01/20160801-Hysbysiad-Cydymffurfio44-Cyngor-Sir-Fynwy-cy.pdf>

Standards	Summary of new expectations created by the standard	Risks / Challenges for MCC	Actions Required / Options to consider to ensure we meet the standards	Progress Update
Written correspondence (Standards 1-7)	<p>All correspondence should state that people can respond to us in Welsh and that corresponding in Welsh will not lead to a delay.</p> <p>We must keep a record of peoples language preference and use that language in all future correspondence (30 Sept)</p>	<p>Providing a timely response where the initial correspondence and reply both need to be translated externally.</p> <p>Maintaining an accurate record of language preferences across multiple ICT systems that hold client records.</p>	<ol style="list-style-type: none"> <li>1. Identifying options to enable fast-tracking of certain translation requests.</li> <li>2. Explore the most cost effective arrangement to procure increased volume of translation including direct employment of a translator</li> </ol>	<p>A grading system operates to denote the level of urgency and works very efficiently indeed. (Level 1 Urgent – 1 day. Level 2 moderate 2 – 5 days. Level 3 no specific end date or urgency)</p> <p>The council procures the services of 6 external translators and is the service is operated by an administrative officer on a day to day basis and monitored by the (WLO) Welsh Language Officer.</p>
Telephony, hubs and reception (Standards 8 – 22 and 64-68)	<p>We were expected to offer: a Welsh language telephone service in our contact centre by 30 March; Welsh language reception in Usk by 30 March and all other receptions by <b>30 September.2017 – extension agreed by Commissioner</b></p>	<p>A low number of staff who are Welsh speakers (c.31)</p> <p>Staff turnover in these functions continues to be very low so we are providing training to improve existing skills</p>	<ol style="list-style-type: none"> <li>1. Train Staff on reception and in Hubs (Welsh Language Officer is the lead)</li> <li>2. Workforce planning required.</li> <li>3. Create a telephone 'loop' or hunt system with calls being redirected to the first available Welsh speaker regardless of physical location or team –</li> </ol>	<p>Courses run on an annual basis for staff. In September 2021 we will be offering the following courses – Mynediad, Sylfaen and canolradd. This offer will be supplemented with a pilot fast track "Say Something in Welsh" Course to increase the number of Welsh speakers.</p> <p>A Welsh Language Workforce Planning Pilot was completed on 22<sup>nd</sup> November 2017. Recommendations were made and agreed.</p> <p>The Welsh Line was introduced on the 4<sup>th</sup> July 2016 Welsh. There are now 4 Welsh speakers operating on a loop system.</p>

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<p>Welsh in meetings (Standards 24 – 34)</p>	<p>We must advertise that people are able to use Welsh at meetings. If 10% of attendees choose to use Welsh then we must provide simultaneous translation.</p> <p>If a meeting involves only one member of the public/business/partner and they wish to use Welsh then we must provide translation.</p> <p>Invitations to any public meetings must be bilingual and specify that people can use Welsh</p>	<p>People will need to give advance notice.</p>	<p>Ensure that all officers are aware of this requirement and incorporate it into their letters and public notices</p> <p>Provide a list of providers to allow arrangements to be made</p>	<ul style="list-style-type: none"> <li>• Process is in place with a list of translators that can be procured.</li> <li>• The Welsh Language offer is stated on all Council agendas and agenda packs on both Welsh and English versions of the council websites.</li> </ul>
<p>Public events (Standards 35-38, 87)</p>	<p>Public events such as festivals should use bilingual publicity material, signage and PA announcements, this applies if we provide over 50% of the funding. Welsh should be used first (after 30 Sept). Any publicity or advertising material should also be available in Welsh e.g. promotional films</p>	<p>The relatively low numbers of Welsh speakers in the area may make it difficult to attract bilingual announcers – especially where volunteers are used.</p>	<p>Ensure that events teams are fully aware of the requirements of the Act.</p>	<ul style="list-style-type: none"> <li>• Events staff have attended the bespoke training sessions and are aware of the requirements</li> </ul>
<p>Papers for council business (Standard 41)</p>	<p>Agendas and minutes of any council meetings available to the public should be bilingual</p>	<p>A prompt translation service mitigates any risk</p>	<p>Ensure that minutes are an accurate and concise record of the meeting to minimise translation costs</p>	<ul style="list-style-type: none"> <li>• All agendas for Cabinet, Council and Scrutiny Committees are produced bilingually at the same time as the English version of the agenda.</li> <li>• This process is facilitated and monitored by the WLO in collaboration with the Democratic Services Manager.</li> </ul>

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Licensing (Standard 42)	Any licenses or certificates must be bilingual		Ensure that all licenses are bilingual when new ones are issued	<ul style="list-style-type: none"> <li>• Licensing Department are compliant with everything in place.</li> <li>• Planning notices are all bilingual – on lamp posts and in the local press.</li> <li>• This is monitored by the WLO</li> </ul>
Documents (Standards 43 – 50B)	<p>Any brochures or leaflets providing public information should be published in Welsh including rules; all forms should be bilingual; press releases should be issued in Welsh at the same time as the English.</p> <p>Policies, Strategies and annual reports will need to be available in Welsh by 30 September</p>	A prompt translation service mitigates any risk	Where we produce separate versions of a document the English version should state that it is also available in Welsh.	<ul style="list-style-type: none"> <li>• The Web Officer and the WLO work closely to monitor that corresponding pages are present on the website and chase up individuals if there are any anomalies.</li> <li>• The council has engaged an external organisation to carry out an annual audit to supplement the one carried out by the Welsh Language Commissioner. This is to ensure that bilingual good practice is at the forefront of officers minds throughout the year.</li> </ul>
Websites and Social Media (Standards 52 – 59)	All webpages must be available in Welsh (by 30 March). All corporate tweets and Facebook posts from MCC accounts must be issued in Welsh (by 30 Sept)	A prompt translation service mitigates any risk	<p>Identifying options to enable fast-tracking of certain translation requests.</p> <p>Ensure that all staff managing social media accounts are fully aware of the need to run these bilingually</p>	<ul style="list-style-type: none"> <li>• A grading system is used to indicate the urgency of translation. This allows for the correct timescales for translation.</li> <li>• A Welsh Language Facebook account and bilingual Twitter account are in place.</li> <li>• The process is monitored by the council's communications staff and the WLO.</li> </ul>
Signage (Standard 61 – 63)	There is an expectation that when new signs, including road signs, are replaced, the Welsh should precede the English	No risk as the system is engrained in the operating of the service		<ul style="list-style-type: none"> <li>• Processes are in place – very good historical level of compliance with only one area for concern - occasional issues over disputed Welsh versions of local place names. The Gazeteer from the Welsh Language Board and advice and guidance from an expert Welsh Language local historian are used as the arbiter in these instances. This process is dealt with and monitored by the WLO</li> </ul>
Official Notices (Standards 69-70)	All official notices should be bilingual with Welsh treated no less favourably than the English			<ul style="list-style-type: none"> <li>• Monitoring of local press undertaken by WLO and there are no concerns to report.</li> </ul>

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Grants and tenders (Standards 71 – 80, 94)	Grant documents must be bilingual, we must provide simultaneous translation where requested, if a grant applicant wishes needs to be interviewed. We should advertise that any tenders can also be submitted in Welsh.			<ul style="list-style-type: none"> <li>The language choice of the tender applicants is being sought in order to allow to provide documents in the tenderers language of choice.</li> </ul>
Education Courses (Standard 84-86)	Courses open to the public must also be made available in Welsh.	MCC has an exemption to this standard providing we can evidence there is no need for a particular course to be offered in Welsh	Ensure that the public are made aware that they can express a preference for a course to be delivered in Welsh. We must collate evidence of the need for the course to be provided in Welsh. It would only be provided if there were sufficient demand	<ul style="list-style-type: none"> <li>All bilingual Community Education course application forms have a section to allow Welsh Language preference to be expressed on them to allow an assessment to be made.</li> <li>No requests for Welsh language provision to date.</li> <li>This process is carefully monitored by the Community Education lead officer.</li> </ul>
Policy-Making (Standards 88 – 97)	Policy-making must take into account the effect on the Welsh language to maximise positive effects and minimise adverse effects.	There is potential for legal challenge of a decision if we are unable to demonstrate the application of the standards to policy making	Ensure that the Integrated Impact Assessment form has a section that allows identification of any adverse implications on the Welsh language	<ul style="list-style-type: none"> <li>A specific section on policy making and the Welsh Language has been added to the Integrated Impact Assessment (EQIA) process</li> <li>We have developed a Welsh Language Assessment document that must be used when carrying out consultations</li> </ul>
HR Issues (Standards 98 – 119)	We must produce a policy on internal use of Welsh; offer communication relating to employment in Welsh including forms and e-forms.		Translate key documents	<ul style="list-style-type: none"> <li>All Welsh speaking staff in the council have been asked whether they would like any of their employment documentation through the medium of Welsh.</li> <li>All documents are available in Welsh</li> </ul>
Welsh in the workplace (Standard 120 – 135, 140-144)	We must provide opportunities for basic Welsh training for employees during office hours and meet the cost of courses for those who			Same as Telephony, hubs and reception (Standards 8 – 22 and 64-68) above. A comprehensive Welsh Language training programme is provided at no cost to the individual or employing department and carried out either in work time or after work if more convenient to the officer.

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	<p>already have basic Welsh to develop their skills.</p> <p>Provide Welsh language versions of software where available such as Welsh language spell checkers in word-processing packages (by 30 Sept)</p>			<ul style="list-style-type: none"> <li>10 licences of Gysgair and Cysillt were purchased by the council to offer to Welsh speaking officers.</li> </ul>
Recruitment and Selection (Standards 136-140)	<p>Recruitment and all job descriptions must be made available in Welsh; if forms are submitted in Welsh they should not be treated less favourably; people may request simultaneous translation if they wish to be interviewed through the medium of Welsh</p>		<p>Ensure that all forms and processes are updated in accordance with the standards</p>	<ul style="list-style-type: none"> <li>All vacancy documentation is translated and available for viewing on the council's website.</li> <li>All vacancies include a Welsh language assessment – Essential or desirable.</li> </ul> <p>This process is being monitored weekly by the WLO in partnership with HR</p>
Overseeing the Language Scheme: Record-keeping, reporting and complaints (Standards 145 – 176)	<p>There is a requirement to keep a range of records to demonstrate compliance with the standards and to publish (in Welsh) an annual report demonstrating compliance.</p> <p>Publish a five year strategy to show how we plan to promote the Welsh Language</p>		<p>Ensure that systems are set up to keep records in accordance with the standards.</p>	<ul style="list-style-type: none"> <li>Everything in place and has been for many years due to the old Welsh Language Scheme and its requirement to produce an Annual Monitoring Report.</li> <li>The councils 5 year strategy was agreed by Council on the 10<sup>th</sup> of March 2017 and has been published on its website – Welsh and English.</li> <li>All the above is both monitored and actioned by the WLO</li> </ul>

**COMPLAINTS PROCEDURE IN RELATION TO THE WELSH LANGUAGE:**

**STANDARD 156 – complaints in relation to service delivery**

The complaints procedure for specific issues with Service delivery, and issues of non-compliance in accordance with the council's Welsh Language Standards follow the same set of timescales and processes as the corporate process (link below) but there are some variations that should be noted:

Complaints can be sent in and dealt with in two different ways:

**Complaint sent directly to the Council** where the complaint will be dealt with the service department. If there are not the language skills available within the department to deal with the issue then the Welsh Language Officer will liase personally to allow Language choice for the complainant and then hopefully to resolve the issue to the satisfaction of both parties. If a resolution is not reached then there is a process in place to allow the complainant to escalate the complaint.

**Direct to the Welsh Language Commissioner.** This will trigger a suspicion of non-compliance notice that will lead to a ten stage/ three month investigation process that will hopefully resolve any issues satisfactorily.

**Recording of complaints.** The number of official complaints related to suspected non-compliance with the Welsh Language Standards are recorded in the council's annual monitoring report

**Training.** Staff will be trained by the Welsh Language Officer to investigate and deal with complaints in relation to the Welsh Language as specified by the Welsh Language (Wales) Measure 2011 and the accompanying Welsh Language Standards.

#### **STANDARD 162 – Complaints in relation to policy making**

The complaints procedure for specific issues with Service delivery, and issues of non-compliance in accordance with the council's Welsh Language Standards follow the same set of timescales and processes as the corporate process (link below) but there are some variations that should be noted:

Complaints can be sent in and dealt with in two different ways:

**Complaint sent directly to the Council** where the complaint will be dealt with the service department. If there are not the language skills available within the department to deal with the issue then the Welsh Language Officer will liase personally to allow Language choice for the complainant and then hopefully to resolve the issue to the satisfaction of both parties. If a resolution is not reached then there is a process in place to allow the complainant to escalate the complaint.

**Direct to the Welsh Language Commissioner.** This will trigger a suspicion of non-compliance notice that will lead to a ten stage/ three month investigation process that will hopefully resolve any issues satisfactorily.

**Recording of complaints.** The number of official complaints related to suspected non-compliance with the Welsh Language Standards are recorded in the council's annual monitoring report

**Training.** Staff will be trained by the Welsh Language Officer to investigate and deal with complaints in relation to the Welsh Language as specified by the Welsh Language (Wales) Measure 2011 and the accompanying Welsh Language Standards.

#### **STANDARD 168 – complaints in relation to operational standards**

The complaints procedure for specific issues with Service delivery, and issues of non-compliance in accordance with the council's Welsh Language Standards follow the same set of timescales and processes as the corporate process (link below) but there are some variations that should be noted:

Complaints can be sent in and dealt with in two different ways:

**Complaint sent directly to the Council** where the complaint will be dealt with the service department. If there are not the language skills available within the department to deal with the issue then the Welsh Language Officer will liase personally to allow Language choice for the complainant and then hopefully to resolve the issue to the satisfaction of both parties. If a resolution is not reached then there is a process in place to allow the complainant to escalate the complaint.

**Direct to the Welsh Language Commissioner.** This will trigger a suspicion of non-compliance notice that will lead to a ten stage/ three month investigation process that will hopefully resolve any issues satisfactorily.

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