



**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**WELSH LANGUAGE CABINET STEERING GROUP**

**14 MAY 2018**

**WELSH LANGUAGE STANDARDS COMPLIANCE REPORT  
TO THE WELSH LANGUAGE COMMISSIONER  
2017 – 2018**

**REPORT OF THE DIRECTOR OF EDUCATION AND LIFELONG  
LEARNING IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER  
CLLR G. HOPKINS**

**AUTHORS:** Wendy Edwards, Head of Community Learning (01443 744111)  
Steffan Gealy, Service Manager, Welsh Language Services  
(01443 570002)

**1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to provide the Welsh Language Steering Group with a copy of the Welsh Language Standards Compliance Report 2017 – 2018.

**2. RECOMMENDATIONS**

It is recommended that the Welsh Language Cabinet Steering Group:

- 2.1 Note the content of the report;
- 2.2 Recommend the report for publication on Rhondda Cynon Taf County Borough Council's website and made available in each of the authority's offices that are open to the public by no later than 30 June 2018.
- 2.3 Approve arrangements for publicising the fact that the annual report has been published.

**3. REASONS FOR RECOMMENDATIONS**

- 3.1 Standards 158, 164 and 170 of the Compliance Notice issued under section 44 of the Welsh Language (Wales) Measure 2011 requires the Council to produce a report (an "annual report") in relation to each

financial year which deals with the way in which the Council has complied with:

- the Service Delivery Standards with which the Council were under a duty to comply during the year in question
- the Policy Making Standards with which the Council were under a duty to comply during the year in question
- the Operational Standards with which the Council were under a duty to comply during the year in question

#### **4. BACKGROUND**

- 4.1 Rhondda Cynon Taf received its final Compliance Notice from the Welsh Language Commissioner on 30th September 2015 which outlined the Council's duty to meet 171 of the statutory Welsh Language Standards introduced by the Welsh Government under the Welsh Language (Wales) Measure 2011.
- 4.2 An application to challenge 14 of the Standards was presented to the Commissioner on 29 March 2016. This resulted in the imposition date for achievement of aspects of 3 of the standards (52, 58 and 64<sup>1</sup>) being postponed until 31<sup>st</sup> March 2018 so that progress against these are not included in this compliance report. Progress on the implementation of 52, 58 and 64 will be reported next year. (Compliance is expected to pose a significant challenge).
- 4.3 The report at Appendix 1 covers the second full year of the implementation of the standards – from 1 April 2017 to 31<sup>st</sup> March 2018. The report must be published on the Council's website and made available in each of the Council's offices that are open to the public no later than 30 June 2018.
- 4.4 The Council is under a statutory duty to publicise the fact that it has published an annual report.
- 4.5. As well as complying with the aforementioned Standards in 3.1, this year's annual report must include the following:

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<sup>1</sup> Standard 52 – full compliance in respect of websites other than the corporate website was not required until 31/3/2018.

Standard 58 – full compliance in respect of social media other than the Council's main social media account was moved to 31/3/2018.

Standard 64 – areas defined as 'reception services' (for example, Libraries, Leisure centres etc) apart from the Council's main reception service was moved forward to 31/8/2018.

- (1) *the number of complaints that you received during the year which relates to the Council's compliance with the (i) service delivery (ii) policy making (iii) operational standards with which it was under a duty to comply*
- (2) *the number of employees who have Welsh language skills at the end of the year in question*
- (3) *the number of members of staff who attended training courses you offered in Welsh during the year in question*
- (4) *the percentage of the total number of staff who attended training courses you offered in Welsh during the year in question*
- (5) *the number of new and vacant posts that you advertised during the year which were categorised as posts where - (i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary during the year in question.*

## **5. Next Steps**

- 5.1 If the Welsh Language Cabinet Steering Group decides to recommend the Language Standards Compliance Report for approval, it will be published, disseminated and publicised according to Standards 158, 164 and 170.
- 5.2. It is anticipated that the Welsh Language Commissioner will provide feedback on the annual report with recommendations during the autumn.

## **6. EQUALITY AND DIVERSITY IMPLICATIONS**

An Equalities Impact Assessment is not required.

## **7. CONSULTATION**

A consultation process was not required for this report, although all service areas contributed data to the report via their service self-evaluations.

## **8. FINANCIAL IMPLICATION(S)**

There are no financial implications aligned to this report. However, there may be costs and resources as yet not fully ascertained in respect of implementation of any recommendations by Welsh Language Commissioner as well as continued implementation of the 171 Standards. Non-compliance with a Standard could incur financial penalties of up to £5,000.

## **9. LEGISLATION CONSIDERED**

Welsh Language (Wales) Measure 2011 and Welsh Language Statutory Standards 2015 regulate this area of work.

## **10. LINKS TO THE CORPORATE AND NATIONAL PRIORITIES AND THE WELL-BEING OF FUTURE GENERATIONS ACT**

- 10.1 The Welsh language is a cross-cutting theme in the Corporate Plan and underpins all corporate priorities as the Council is required to comply with the amended Compliance Notice issued by the Welsh Language Commissioner in September 2016.
- 10.2 The Annual Compliance Report outlines the work undertaken by the Council to comply with the Welsh language statutory standards that will contribute to the Welsh Government's longer-term goal of 1 million Welsh speakers. The work undertaken to achieve these standards involves working collaboratively with partners and residents to facilitate a wide range of opportunities for the use of the Welsh language in communities across the county. Achievement of the standards will prevent complaints from residents who have been unable to access services in the Welsh language.
- 10.3 The content of this report is directly related to Goal 6 of the Well-being of Future Generations Act - a Wales of vibrant culture and thriving Welsh language. Compliance with the standards will support the normalisation of the Welsh language and ensure that the Welsh language is treated no less favourably than the English language. It also contributes to the creation of a more equal Wales by providing opportunities for Welsh speakers to access Council services in the medium of Welsh if they so wish.

## **11. CONCLUSION**

This is the third annual report published by the Council in respect of the way it has complied with the statutory Standards with which it is under duty to comply with under the Welsh Language (Wales) Measure 2011. The report outlines the good progress made by service areas in embedding arrangements for delivering services through the medium of Welsh. It is recognised that further work must be done, especially considering the need to meet the additional standards (52, 58 and 64).



**RHONDDA CYNON TAF**  
**COUNTY BOROUGH COUNCIL**

Welsh Language Standards Compliance Report to the  
Welsh Language Commissioner  
2017 – 2018

Prepared in accordance with the requirements of the  
Welsh Language (Wales) Measure 2011

June 2017

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## **INTRODUCTION: Welsh Language Standards**

Rhondda Cynon Taf received its final Compliance Notice from the Welsh Language Commissioner on 30<sup>th</sup> September 2015 which outlined the Council's duty to meet 171 of the statutory Welsh Language Standards established by the Welsh Government under the Welsh Language (Wales) Measure 2011. An application to challenge 14 of the Standards was presented to the Commissioner on 29 March 2016. Following consolidation and further consultation, the Welsh Language Commissioner determined that no action should be applied to 9 of the Standards which were subject to challenge and a variation should be applied to 5 of the Standards which were subject to challenge. The amended Compliance Notice was presented to RCTCBC on 9<sup>th</sup> September 2016.

### **Vision**

Rhondda Cynon Taf County Borough Council is committed to creating an environment which encourages its residents to use Welsh in their interaction with the Council and supporting staff to use Welsh in the workplace. In addition to working towards full compliance of the requirements of the Welsh Language Standards, the Council will aim to ensure that it delivers services in line with all key Welsh Government policies and strategies in relation to the Welsh language.

### **Governance and accountability**

In 2014 the Council established a Welsh Language Cabinet Steering Group as a sub-committee of the Council's Cabinet. It is a cross-party group with community representation. The Welsh Language Cabinet Steering Group oversees strategic developments, considers reports from relevant departments on Welsh language issues, makes recommendations to the Council's Cabinet and monitors Council-wide developments. It has responsibility for assessing the Welsh Language Promotion Strategy Action Plan and monitoring the Council's progress as it seeks to meet the Welsh Language Standards.

A Working Group of Chief Officers has also been established to ensure that the required operational changes are implemented and to secure a collaborative approach that will support services to address any areas for improvement.

## **Links to Council Policies and Priorities**

The Council's commitments under the Welsh Language Standards are integrated into the authority's planning documents including the Improvement Plan 2015, the Council's Strategic Equality Plan, the Welsh in Education Strategic Plan (WESP) and the Corporate Plan 2016-2020. The Council's priorities are also informed by recent legislation including the Wellbeing of Future Generations (Wales) Act 2015 and the Social Care and Well-being Act, 2016 that place responsibility on the Council to strengthen the Welsh language. The former Act requires public bodies to work towards seven well-being goals, one of which is 'A Wales of vibrant culture and thriving Welsh Language,' while the latter requires public service organisations into take into account the care and support services they provide to people who speak Welsh.

## **Reporting**

This year has been the second full year of implementing the Welsh Language Standards under the Welsh Language (Wales) Measure 2011. Variations applied to some of the Standards by the Welsh Language Commissioner following the appeals process has meant that imposition dates for some Standards have yet to come into force (standards affected: 52, 58, 64) therefore this report covers the Standards with which the Council has a duty to comply.

The report will be published by 30 June in compliance with Standards 158, 164 and (along with Appendix 1) details how the Council has complied with the following Supplementary standards:

- Service Delivery Standards
- Operational Standard
- Policy Making Standard

The report also presents data on the required indicators: i.e.

- number of staff who have Welsh language skills (Standard 151)
- number of staff who attended training courses if offered in Welsh (Standards 128/152)
- percentage of the total number of staff who attended any above courses (Standards 128/152)
- number of new and vacant posts that were advertised during the year which were categorised as (i) Welsh language skills essential (ii) Welsh language skills needed to be learnt when appointed to the post (iii) Welsh language skills desirable (iv) Welsh language skills not necessary
- the number of complaints received



## Welsh Language Services Unit

The Council recognises that the Welsh Language Standards are to be given a high priority given the risks involved in terms of non-compliance and also because of its commitment in creating an environment which encourages its residents to use Welsh in their interaction with the Council and supporting staff to use Welsh in the workplace. It recognises whole Council support is needed in order to offer and promote Welsh language services from the first point of contact. The Council invests in a 14 (2017/2018) strong Welsh Language Services Unit which undertakes to support all services and to provide the following:

- advice and support for all service areas on their responsibilities under the Standards
- translation of public facing documents
- in-house Welsh language tutoring
- identification of areas of potential non-compliance
- recording of customer complaints
- reporting on developments to the Welsh Language Cabinet Steering Group & Welsh Language Working Group
- facilitation of staff committees e.g. Welsh Language Working Group (Y Gweithgor)
- attendance at the Fforwm Iaith
- liaison with Welsh-medium community organisations as appropriate
- representing the Council at external meetings and be the main point of contact with the Welsh Language Commissioner and relevant Welsh Government Departments.

Budget savings due to the retirement of the Welsh Language Officer in 16/17 afforded the Council the opportunity to restructure the Welsh Language Services Unit and to again respond pro-actively to the new statutory environment and the type of work that needs to be undertaken to try and support all Council services meet the Standards in a more cost effective manner.

A Compliance and Monitoring Officer role was created to monitor the performance of services across the Council and their compliance against the Welsh Language Standards that are relevant to them. This role also provides advice on good practice and statutory requirements.

A part-time Welsh Language Tutor role was also created to organise and deliver Welsh Language courses and sessions for Council staff. In the past, the Council paid external providers (e.g. the University of South Wales's Welsh for Adults Centre) to deliver sessions for internal staff but they lacked the desired success of increasing linguistic capacity amongst staff.

To date (March 2017), the internal tutor has tutored 175 members of staff at all levels. This number is anticipated to increase significantly over the years as all newly appointed staff are now expected to attend basic Welsh lessons as part of their induction.

These roles also attract commercialisation opportunities by extending provision to other bodies which are subject to the Standards. Opportunities include the following:

### **Consultancy**

- Brief audit on organisations position against standards.
- Welsh Language Standards Raising Awareness Training/The Basics - for Board Members, Managers or Staff.
- More than just Words/ Active Offer training - for Board Members, Managers or Staff. This is related to the care/health sector.
- Production on pamphlets: What's Changed, Setting the Standards, Advice for Managers, Commissioned Partners obligations, Holding Bilingual Meetings - Work Welsh resources – Reception Branding, Lanyards, Posters

### **Welsh Language Training**

- Welsh Language Level 1 Training (the basics, location specific)
- Welsh Language Raising Confidence Training (for existing Welsh Language Staff)

### **Ongoing Support**

- Ongoing support as and when via email or over the phone or
- A series of consultancy meetings where we can provide advice face to face with Service Managers/Leaders etc.

Guidance documents continued to be produced and disseminated during 2017-2018 such as:

### ***Facilitating Bilingual Meetings***

There had been some concerns among staff and Elected Members regarding the provision of simultaneous translation at meetings mainly due to the fact that the provision is new and the complexities surrounding approaches on facilitating two languages at meetings. The preparation of these guidelines for all involved with the facilitation of bilingual meetings may help to alleviate some of those concerns.

## ***Commissioned Partners***

These guidelines were produced to explain what the Welsh Language Standards mean for commissioned partners and how all commissioned partners are expected to comply with the specific Standards which are applicable to them.

## ***Action Plan***

In line with Standards 157, 159, 163, 165, 171 the Unit has also produced a comprehensive action plan outlining how the Council intends to comply with the Standards it has a duty to comply (Appendix 2).

Building on the relationships between the Welsh Language Services Unit and all council service areas, it was agreed that due to the significance of the Standards, all service areas continued to report relevant developments in their Annual Service Self-Evaluation. The details noted in each Service Self-Evaluation are at Appendix 1 in accordance with Standards 158, 164 and 170.

Gwenith Price the Director of Compliance and Enforcement for the Welsh Language Commissioner visited the Council in December 2017. The discussion focused on a number of issues including our performance under the Welsh Language Commissioner's audit that they completed as part of their Rights taking Root: the Welsh Language Commissioner's 2016-17 Assurance Report, our performance as reflected in the Annual Monitoring Report 2016/17 and our Strategy and Action Plan for promoting the Welsh Language. Further visits were held in order for them to capture more detail on good practice for them to share as an exemplar to other bodies who are subject to Welsh Language Standards.

A change implemented in 2017/18 was the change of location of the unit. Having previously been located at the heart of the Education and Lifelong Learning Service, the unit has relocated to the Council Headquarters at Clydach Vale. This reflected the changed status of the Welsh language and the need for the unit's staff to work closely with Democratic Services and the Cabinet Office on a daily basis and the requirement to provide simultaneous translation services at Council meetings.

**COMPLAINTS: STANDARD 158(2) 164(2) 170(2)(d)**

The following complaints were received during/in 2016 - 2017:

<b>Complaint Date</b>	<b>Nature</b>	<b>Via</b>	<b>Outcome / Response</b>
July 2016	Leisure services: Allegation of failure to comply with Welsh Language Standards	Welsh Language Commissioner (CSG130)	<p>The Commissioner approved the Council's Action Plan to improve the provision of Welsh Medium Swimming Lessons across our county borough on 24 November 2017. The Council is currently working through the action plan.</p> <ul style="list-style-type: none"> <li>- To update the leisure for life website to include an individual page on Welsh language swimming lessons which are to be provided through a partnership approach with Urdd Gobaith Cymru</li> <li>- Piloting lessons in the Cynon area of the County Borough</li> <li>- Ensure parity with regards to Leisure for Life provision</li> <li>- Access via Leisure for Life membership</li> <li>- Exploring option to move provision to Bryncelynnog to Llantrisant Leisure Centre, same facilities for Welsh speakers.</li> </ul>
December	Pensions service:	Welsh Language	The Council received its Final

2016	Allegation of failure to comply with Welsh Language Standards	Commissioner (CSG174)	<p>Decision Notice from the Commissioner on 16 October 2017 confirming the Council failed to comply with standards in relation to automatic email responses. The Council has complied with the necessary action the decision notice required which was as follows:</p> <p><b>Standard 1 – Requirement to take action in accordance with section 77(3)(b) of the Welsh Language Measure</b></p> <p><input type="checkbox"/> The Council must continue to ensure that automatically generated email acknowledgements which are sent from the account pensions@rctbc.gov.uk are written bilingually.</p> <p>Timetable: Within 28 days of publishing the Commissioner’s final determination</p>
June 2017	Contact Centre and HR Services: Allegation of failure to comply with Welsh Language Standards	Welsh Language Commissioner (CSG215)	<p>The Council received its Final Decision Notice from the Commissioner on 11 January 2018 confirming the Council failed to comply with standards relating to phone services, due to human error. The Council has complied with the necessary action the decision notice required which was as follows:</p> <p><b>Standard 11 – A requirement to take steps in accordance with section 79(1)(b)(ii) of the Welsh Language</b></p>

			<p><b>Measure</b></p> <p><input type="checkbox"/> Rhondda Cynon Taf County Borough Council must take steps to ensure that calls are dealt with in Welsh if that is the person's wish, in accordance with Standard 11.</p> <p><input type="checkbox"/> Rhondda Cynon Taf County Borough Council must take steps to ensure that, when transferring call, you continue to deal with the call in Welsh if that is the person's wish, in accordance with Standard 11.</p> <p>Timetable: Within 28 days of publishing the Commissioner's final determination</p>
October 2017	Pensions Service Allegation of failure to comply with Welsh Language Standards	Welsh Language Commissioner (CSG270)	<p>The Council received its Proposed Decision Notice from the Commissioner on 13/03/2018, confirming the Council failed to comply with standards relating to correspondence sent to multiple recipients. The Council will not challenge the proposed report but will seek to amend the timetable relating to the action required of the proposed decision notice which is as follows:</p> <p><b>Standard 4 – requirement to take steps in accordance with section 77(3) (b) of the Welsh Language Measure</b></p> <p>Rhondda Cynon Taf County Borough Council must conduct a review of each standard letter it sends to several persons in order to ensure a Welsh</p>

			<p>version is available.</p> <p>The Council must ensure that any correspondence sent to several persons is sent in Welsh at the same time as any English version.</p> <p><b>Timetable:</b> Within 90 days of issuing the Commissioner's final determination.</p>
August 2017	<p>Electoral Services: Allegation of incorrect use of Cymraeg do describe nationality instead of Cymreig.</p>	Member of the public	The Council's Elections Service has requested an update to the system in order for the issue to be resolved.
August 2017	<p>Pensions Service: Incorrect Welsh Text on a Pensions Service email.</p>	Member of the public	The Council's Pensions service has since used Welsh Language Services to translate all material for public use, including all 'standard text' used in correspondence.
August 2017	<p>Waste Services: Temporary litter picking signs around Clydach Vale were in English only.</p>	Member of the public	The Council's Highways department conducted a review of all their signage and ensured any legacy English only signage was removed from stock.
August 2017	<p>Leisure Services: Incorrect translation used on corporate website.</p>	Member of the public.	Leisure Services updated their website to include the correct Welsh version.
September 2017	<p>Highways Department: Allegation that road sign had been erected with</p>	Member of the Public	The Council conducted a review of the area in question and couldn't find any sign in breach of the standards. Customer was contacted again in order to ascertain exact location. No

	English text first.		response from the customer.
October 2017	Waste Services: Email correspondence in English after Welsh email.	County Borough Councillor	All Council Members and staff are reminded of the need to respond in the recipients' preferred language (or the language they have corresponded in).
November 2017	Planning Department: Planning List email in English only.	County Borough Councillor	The Council translated the email template for all future distributions.
March 2018	Parking Team: Website content not available in Welsh.	Member of the Public	The Web team, in conjunction with the Parking Team, updated the website content to ensure all links and information was available in Welsh and English.

### STAFF WELSH LANGUAGE SKILLS: STANDARD 170(2)(a)

The section outlines the number of employees/post holders who had Welsh language skills at the end of 2016 – 2017 (April 2017). The figures are based on the records kept in accordance with Standard 151 based on the requirements of Standard 127.

Staff Base*	Staff Type	No Skills**	%	Fluent	%
7061	Non-schools based staff	4730	66.99 %	402	5.69% (3.68% in 17/18 based on 6,421 staff base)

\*Staff base is not a headcount, it includes multiple employment i.e. An employee will be counted for every post that they hold. The staff bases also include casual employees.

\*\*Figure also includes staff who have yet to reply to the questionnaire.

Staff Base*	Staff Type	No Skills**	%	Welsh Language Level 1	%
7061	Non-schools based staff	4730	66.99 %	1562	22.12%



\*Staff base is not a headcount, it includes multiple employment i.e. An employee will be counted for every post that they hold. The staff bases also include casual employees.

### **TRAINING FOR STAFF: STANDARD 170 (2) b+c**

There was no change from the 2016-2017 position with regards to training on Recruitment & Advertising, Performance Management, Complaints and Disciplinary procedures, Induction Dealing with Public and Health and Safety, based on the records kept in accordance with Standard 152 based on the requirements of Standard 128.

### **RECRUITING TO EMPTY POSTS: STANDARD 170 (ch)**

In 2016 – 2107 the following posts were advertised where Welsh skills were categorised. The figures are kept in accordance with Standard 154 based on the requirements of Standard 136. From September 2017 all new posts are Welsh essential Level 1 (basic Welsh) with options for managers to recruit on level 2 to level 5 depending on post.

Welsh language Skills	Learning requirement	11
Welsh Language Skills	Not required	34
Welsh Language Skills	Desirable	236
Welsh Language Skills	Essential	7

#### **Further information:**

Welsh Language Services Unit  
Rhondda Cynon Taf County Borough Council  
Pavilion A  
Clydach Vale  
Tonypandy  
Rhondda Cynon Taf  
CF40 2XX  
Tel: 01443 570001

## **Appendix 1**

### **How the Council has complied**

The following details how the Council has complied with the relevant Standards during 16/17 based on individual Service Self-evaluation

#### **Communities & Prosperity**

Good progress has been made to improve Welsh Language provision across the Tackling Poverty programmes. This includes:

- Communities & Prosperity staff continue to attend and actively contribute to a working group established to ensure that the Welsh Standards are implemented effectively across the various programmes. The working group have developed an action plan, and two Graduate Officers who attended the working group have produced an in-depth report for senior managers on progress being made.
- The working group has recently developed a ‘Welsh: What’s Changed?’ booklet, to proactively support commissioned and voluntary sector partners, and provide them with a straightforward, comprehensive guide to the standards they must adhere to when delivering services on behalf of the Communities & Prosperity Service.
- Following the audit of Welsh speakers and learners undertaken last year, Welsh in the Workplace classes have been provided for staff.
- Menter Iaith RCT was commissioned to provide awareness training for commissioned voluntary sector partners.
- A bilingual language preference form has been produced to capture participants’ preferred language of communication.
- Under the terms and conditions of their contracts, Substance Misuse service providers are required to comply with the Welsh Language Standards. All Substance Misuse agencies are able to provide services in the medium of Welsh.

The Commissioning Team have also held meetings with the Welsh Language Services Unit and Procurement colleagues to ensure that all future tenders and contracts across the service are fully compliant with the new requirements, and make providers fully aware of their responsibilities in relation to the Welsh Language Standards.

#### **Community Housing Service**

In housing services there are 5 fluent Welsh speakers. Two staff members are also Welsh Learners and have been given time out of the office to attend Welsh classes, which are paid for by the service.

All staff have been made aware of the requirements of the Welsh Language Standards in team meetings and have been signposted to the training available on the intranet. Team Leaders have been tasked with ensuring that literature relating to services is translated, however this is an ongoing task which will take some time to complete due to the number of documents and availability of translation services. Where officers are confident to translate documents themselves, this is done within the service.

We are currently in the process of identifying a way of providing the Homefinder website and application form system in Welsh and this project is being undertaken in conjunction with Welsh Language Services and ICT.

All staff answer the telephone in Welsh and Welsh is spoken frequently in the office and encouraged and positive working arrangements have been developed with the Council's Welsh Language Service in terms of translating documents and also supporting more complex projects such as the translation of the Council's Homefinder website and software application.

## **Leisure, Parks & Bereavement**

### **Leisure Services**

All leisure centre publicity information whether on line, Facebook and displayed is bilingual, in line with current standards

Leisure Centre signage is currently being updated site by site to ensure that it meets current standards.

Tendering documents for any equipment and/or service includes a full section relating to the Welsh language.

The current Leisure for Life App has an equivalent Welsh version.

Every Local Authority in Wales received notification of non compliance in relation to swimming lessons.

## **Parks & Countryside**

All parks, countryside and play areas' publicity information and signage are bilingual, in line with current standards.

## **Bereavement Services**

All frontline staff have undergone basic Welsh language training.

All new staff members are required to undergo Welsh language training.

Requests for service delivery in Welsh are recorded and provided.

## **Registration Services**

All frontline staff received basic Welsh language training and all new staff members are required to undergo Welsh language training. The service also provides opportunities for marriage and civil ceremonies to be undertaken in Welsh.

Following the loss of a fluent Welsh member of staff, recruitment will focus on an equivalent replacement in 2018/19.

The service delivery incorporates the medium of Welsh in all considerations, and the telephone system has been upgraded for bilingual announcements.

## **Visitor Attraction & Heritage**

All marketing and publicity information throughout the Visitor attractions including printed materials, signage, social media and displayed materials are produced bilingually, in line with current standards

Tendering documents for any equipment and/or service includes a full section relating to the Welsh language.

Both Lido Ponty and Welsh Mining Experience websites were produced bilingually, and in addition Dare Valley's website has been reproduced bilingually.

All permanent staff have undertaken basic Welsh Language training.

## **Social Services**

All Staff are aware of the Welsh language requirements and how this fits into their service area. Front line services dealing directly with service users make the active offer of communication in Welsh and arrangements have been made with Welsh speakers within the service to carry out such conversations as necessary. Service users preferring the medium of Welsh are highlighted within SWIFT.

Staff are encouraged and supported to attend training that enables them to learn Welsh. Managers have attended briefings and undertaken e-learning modules with regard to the Welsh language measures. Staff have been briefed and updated through team meetings

- Both CTSB and CLA websites bi-lingual
- Correspondence about CLA CP to the public bilingual
- All publications bi-lingual.

All publications including training schedules are bi-lingual

The basic use of Welsh language is introduced via the generic social care induction and the Active Offer is a golden thread through the 5 day programme.

Plans are in place to facilitate a number of Welsh courses to be delivered but demand for this training is currently low across the sector. Work is being undertaken with senior managers and providers to raise awareness of the courses and the requirements within the Welsh Language standards

The team continues to make provision for training to be delivered through the medium of Welsh where requested and bilingual safeguarding training for Members is an example of this .

### ***(Adult) Purchasing and Commissioning***

- The contract monitoring framework monitors each providers compliance of the Welsh Language Measure / Standards
- All employees are offered and have access to Welsh language lessons and this is promoted via email circulars,

### ***The Service Improvement & Welfare Rights Service***

Front line services dealing directly with Service users make the active offer of communication in Welsh and where service users prefer to conduct their business through the medium of Welsh this is highlighted within SWIFT (WCCIS is being developed to replicate the Welsh language requirements currently operating within SWIFT).

All our public facing material for complaints is available in Welsh and staff make an active offer on contact - provision for people to have their case heard in Welsh is available where required.

## **Environmental Health, Trading Standards and Community Safety**

- All information leaflets / adverts produced by the department are now bilingual
- All publications and guidance information sent to businesses are bilingual.
- Bilingual inspections have taken place to premises within the authority. A Welsh speaker is due to attend Food Lead Auditor training in November, after which the premises shall be able to be inspected through the medium of Welsh.
- The Head of Service and a number of professionally qualified and support staff are fluent Welsh speakers, able to use the language in their work.

## **Customer Care**

The co-ordinated single front office makes it easier for the organisation to meet the Welsh Language standards through an equal offer at the front door using automated and advisor based processes

All Channels offer an Equal English and Welsh service at the outset by

- Bilingual website and splash page at the fore - website is fully bilingual both for information and transactions.
- Published contact centre numbers offer a 'press 1' for Welsh option that takes the customer to a Welsh speaking services
- One4aLL appointments offered and conducted in Welsh
- One complaint from the Commissioner was investigated but related to an advisor error – the Council was able to evidence its general compliance with the standard
- The Web team identified a range of on line process ahead of the standard and all were translated
- The Welsh Language Standards are an example of how consolidation can better support rather than e.g. fragmented receptions/switchboards etc.
- Service sits on officer Working Group.

## **Streetcare & Waste**

The service is reviewing and working towards full compliance with the Welsh Language Standards in terms of policy documents, correspondence and face-to-face contact with the public.

Standard letters, leaflets, posters and highway signs are produced in both Welsh and English. We also ensure any information featured on our website is also bi-lingual and since the last meeting, we have checked out web pages to ensure bi-lingual information is provided.

To date we have not had any complaints from the Commissioner and have only needed to deal with 2 individual queries through the medium of Welsh since the last assessment. Colleagues from customer care assisted us during this process.

Staff are advised on induction on our service requirements under the Welsh Language Measure. Since the last assessment, we have continued to identify and encourage staff who either would like refresher training or start a beginner's course on conversational Welsh. We have updated our training files on who in the service are fluent and partially fluent in conversing in Welsh. The service strives to provide training opportunities and ensure all staff are appropriately trained and aware of Council policies. In order to ensure continuity of service delivery alternative methods of training and awareness raising is considered e.g. early morning training for waste and cleansing operatives in depots.

## **Transportation**

The Transportation Service has expanded the services it provides through the medium of Welsh and is compliant with the requirements of the new Welsh Language Standards. Every effort is taken to ensure the Welsh Language is treated no less favourably than the equivalent service provision in English. Three staff within the service have a working knowledge of spoken and written Welsh and a further one is learning the language.

All parents are offered the opportunity to communicate with the Service in Welsh as part of the admissions process and records are kept. The service received one compliment in Welsh through the Council's Feedback Service about the way the Service handled a situation where the parent was delayed in meeting her child from the school bus. Policy documents have always been provided bilingually. Roadside bus timetables are bilingual, together with all the material that promotes the service's activities on the Council's website. However, unlike in 2016

when 6 requests for information were responded to in Welsh, during 2017 the service has received no correspondence or telephone calls from customers wishing to converse in Welsh. Nevertheless, no complaints were raised about the service's use of the Welsh Language.

## **Arts Service**

Our theatres' brochure is now bilingual and our bilingual website is now viewable, and all our marketing complies with the Welsh Language Standards.

The service has produced its own Welsh Language Plan which recognises that the Pontypridd area remains the most populous area for the language and that language usage in the Aberdare and Treorchy areas is growing. We continue to work with Gartholwg on Welsh Language programming and will be staging a co-produced Welsh Language version of 'Miss Julie' at the Coliseum as part of the 80<sup>th</sup> birthday programme during 2018/19. This production will also be touring throughout Wales.

We continue to support Gartholwg Lifelong Learning Centre with its programme of professional Welsh language events, as well as considering the development of a Welsh language programme at the theatres.

Those staff within the service learning Welsh have continued to do so, and further members of staff have committed to learning Welsh during the academic year 2017/18.

## **HR**

Welsh Language Services Unit has recently audited HR and an action plan has been developed to ensure compliance against the standards.

All H&S policies and various guidance have been forwarded to Welsh Language Services for translation.

A review of all HR policies has been undertaken including translation and the inclusion of the standards regarding receiving letters, notes and carrying out processes through the medium of Welsh.

We continue to review and update the Welsh language ability information for all staff and have developed a means to record this on personal files. We have completed the Welsh Language



skills audit for ES staff and 6 staff have completed basic language training. A further 8 staff are now undertaking a 32 week intermediate course.

All new post are now Welsh essential Level 1 by default, a decision the department took in order to achieve one of its key objectives from the 5 year promotional strategy.

The Equality & Diversity Team recently appointed a Welsh Language speaker as Equality and Diversity Officer. This will significantly improve the ability to offer training in the Welsh Language.

## **Tourism and Events**

Both Tourism and Events services continue to adhere to Welsh Language Standards Both services ensure all design work is undertaken by the RCT Design service, whose remit is to then liaise with the translation service to ensure everything is accurate and sufficient.

All staff from both services have attended a Welsh Language introduction course since SSE 2016, and this has provided them with confidence to answer the telephone and undertake basic operations bilingually.

Contrary to SSE 2016, neither services have received any complaints since Nov 2016 in terms of Welsh language provision.

### **Tourism**

Work undertaken solely by the service is always presented bilingually, unless the circumstances do not warrant it and permissions have been sought by Welsh Language Services.

### **Events**

Since SSE 2016 we have employed several additional Casual Event Assistants, and of these, three are Welsh speakers.

## **Adult Education**

The service has continued to try to increase the provision through the medium of Welsh. New courses have been developed in 2016/17 including Ukulele. A total of 20 Welsh language adult education courses have been run in 2016/17. The service has also continued to work with

Welsh for Adults to provide a series of courses aimed at helping Welsh learners in the transition from Welsh for Adults courses to courses through the medium of Welsh. Also, many Welsh learners have been integrated in some mainstream courses run through the medium of Welsh. The service has also benefited from the efforts made by Garth Olwg LLC to grow its database of Welsh speakers ensuring that it is easier to target Welsh speakers with specific events and courses.

However, most of the provision still remains focussed on Garth Olwg LLC and it has proved very difficult to expand this provision wider to other areas of the county. Garth Olwg's unique position attached to a Welsh-medium school in an area of the county where there is a higher percentage of Welsh speakers has helped to make Welsh medium courses attractive and viable. There is a need to work with partners on the Welsh Language Forum to try to expand this to other areas in the north of the county. In terms of the provision offered at Garth Olwg, evidence (such as learner enrolments) indicates the provision is meeting demand.

The Adult Education service has also supported 3 members of staff to enrol on Welsh language courses. This in turn has resulted in those members of staff being able to use their Welsh with learners within the service and providing materials through the medium of Welsh in Essential skills courses.

The service has provided representation on the RCT Welsh language forum and that in turn has facilitated the development of new opportunities through the medium of Welsh at Garth Olwg Lifelong Learning Centre. It has also facilitated workbased training for establishments such as Local Welsh based Nurseries and Menter iaith Staff.

The service has played an integral part in providing a variety of Adult Learning opportunities as part of the annual Welsh language festival, Parti Ponty. This year the service took the lead on funding and arranging the Adult Learning provision that included talks from 2 winners of the Chair at the National Eisteddfod.

Garth Olwg Lifelong Learning Centre continues to offer a wide range of cultural opportunities at the Centre including theatre productions, workshops and public performances through the medium of Welsh.

## **Education non-schools**

The Service continues to respond positively to the requirements of the Welsh Language standards, with all written material available to the public, including online information and applications, now available bilingually. All content on the Wicid website including historical content is now also available bilingually.

Language skills are strengthened through recruitment where possible. When engaging with services, families are always asked for their language preferences and Welsh language speakers assigned to work with individual families.

## **Library Service**

The Service meets the required percentage expenditure, as set by Welsh Government, on Welsh language materials.

The service has a specific indicator it is obliged to meet under the Welsh Language Promotion Strategy that was developed in response to the public feedback during the consultation on the Welsh Public Library Standards. The aim is to increase the number of Welsh language activities that cater for the interest of children and young at libraries and the service is on target to achieve this.

Libraries facilitate:

- Welsh language classes
- Welsh-medium Book Clubs
- Welsh-medium Parent and Toddler Groups
- Cymraeg i Blant
- Creative writing sessions in Welsh through partnership working
- Work with partners such as the Welsh Arts Council to promote activities such as Bardd Plant Cymru

There has been an increase in the delivery and/or facilitation of Welsh-medium activities organised by the service including:

- Anni Llŷn, Bardd Plant Cymru, came to the launch of National Bookstart Week in June and read to the children in the Cylch Meithrin in Aberdare and to Nursery and Reception classes in St. Margaret's RC Primary – June 2017

- Imagine That! – Roald Dahl show funded by the Welsh Books Council. Performances in English & Welsh in Abercynon & Porth Libraries with pupils from YGG Abercynon; Abercynon Community Primary; YGG Llwyncelyn; Porth Juniors. 228 children in total and 12 adults.
- Garth Olwg Literature Festival October 2016 – crafts, treasure hunt and activities on Church Village Library. People counter figure - 400 visitors.

The percentage of staff who speak Welsh within the service is 18%. However, due to the number of venues this is still not enough to ensure that customers can have a full Welsh-language service at every library they attend. All staff are aware of who the Welsh speakers are within the service and will offer customers access to a Welsh speaker by phone if they wish to discuss their enquiry in Welsh. All staff meet the requirements of the standards in respect of answering the phone etc bilingually. Further training in the Welsh language is offered to staff to improve their skills as recruitment of Welsh speakers is not currently an option due to financial constraints.

All public documents and posters directly produced by the service comply with the Council's Welsh language policy and specifically the statutory regulations in relation to documentation under the Welsh Language Standards introduced in 2015. Posters and short leaflets are now produced in Welsh in-house with larger documents being referred to the Welsh Translation team.

The Library Service Facebook page is updated bilingually and specific focus placed on new Welsh-medium releases when appropriate.