



RHONDDA CYNON TAF

COUNTY BOROUGH COUNCIL

Welsh Language Standards Compliance Report 2019 – 2020

Prepared in accordance with the requirements of the

Welsh Language (Wales) Measure 2011

April 2020

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INTRODUCTION: Welsh Language Standards

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 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 9th September 2016 and may be viewed in full [here](#).

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 aims 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. From 2020, the Council's Overview & Scrutiny Committee will also scrutinise the effectiveness of services with regards to delivering services through the medium of Welsh.

Links to Council Policies and Priorities

The Council's commitments under the Welsh Language Standards are integrated into the authority's main organisational documents including the Corporate Plan (Making a Difference) and the Welsh in Education Strategic Plan (WESP). In addition, internal policies, such as HR policies, also mainstream Welsh language issues, which is more effective than preparing stand-alone policies to address Welsh language matters. The Council's priorities are also informed by 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 to consider and respond to the linguistic needs of their users when providing care and support services.

Reporting

This year has been the fourth full year of implementing the Welsh Language Standards under the Welsh Language (Wales) Measure 2011.

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

- Service Delivery Standards;

- Operational Standards;
- Policy Making Standards.

The report also presents data on the required indicators as follows:

- number of staff who have Welsh language skills (Standard 151);
- number of staff who attended training courses listed in Standard 128 if offered in Welsh (Standards 152);
- percentage of the total number of staff who attended any courses listed in Standard 128 (Standards 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 due to the risks involved in terms of non-compliance and also because of its commitment to creating an environment that 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 17 strong Welsh Language Services Unit which undertakes to support all services and provides the following:

- advice and support for all service areas on their statutory 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;
- simultaneous translation at full Council and at other meetings which are open to Members (e.g. Scrutiny Committees);
- simultaneous translation support to all other service areas such as legal services, human resources;
- attendance at the Fforwm Iaith meetings;
- liaison with Welsh-medium community organisations as appropriate;
- representing the Council at external meetings and being the main point of contact with the Welsh Language Commissioner and relevant Welsh Government Departments;
- Cross-departmental support for general promotion of the Welsh language.

The Council invests in a Unit as a pro-active response to the new statutory environment and the type of work that needs to be undertaken to try to support all Council services to meet the Standards in a more cost effective and consistent manner.

A Compliance Officer now monitors the performance of services across the Council and their compliance against the Welsh Language Standards that are relevant to them. Consequently, the role affords the Council the opportunity to provide support to service areas by identifying any possible weaknesses, and advising on solutions, in respect of meeting the requirements of the Standards, in addition to continuing with some of the more traditional duties of the former Welsh

language officer role. The Welsh Language Commissioner's Officer has been generous in its positive feedback on the way Rhondda Cynon Taf Council Borough Council exercises its duties with regards to the Standards. This positive partnership has encouraged more open, constructive dialogue when it feels the Council has fallen short on occasions.

A part-time Welsh Language Tutor organises and delivers 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 tailoring the sessions to the relevant service areas. To date (31 March 2020), the internal tutor has tutored 542 members of staff at all language levels.

This number continues to grow year on year demonstrating the positive influence our tutor is having on our workplace. The Council continues to work in partnership with the Welsh Government's Work Welsh project, ensuring that Council staff may access on-line support and tutoring. Additionally, the Council have on a number of occasions supported individuals to undertake week long residential courses at Nant Gwrtheyrn – one of the main centres for intensive learning of Welsh, supported by WG.

In recognition of the priority given to the Welsh language by Democratic Services and the Cabinet Office, the Welsh Language Unit now have dedicated translators at senior level to provide text translation and simultaneous translation support to Members and Senior Officers for, and at Council and Committee meetings, going above and beyond what the Standards actually require. In order to ensure best possible outcomes and to support other staff, two members of staff have started a post-graduate course in simultaneous translation.

In addition, 2019-2020 saw the appointment of an Eisteddfod Project Officer, whose key objectives will be to liaise with National Eisteddfod officers and Chair of the Working Committee (Pwyllgor Gwaith) on behalf of the Council with regards to the hosting of the National Eisteddfod (Rhondda Cynon Taf) 2023. The Eisteddfod Project Officer will also work with all Council service areas, schools, community groups and the private sector as a programme of activities is developed that will support the local authority to reach its allocated contribution target of £350,000 towards hosting the National Eisteddfod (Rhondda Cynon Taf) 2023.

Guidance documents and resources continued to be produced and disseminated during 2019-2020 as outlined below.

RCT Council Estates & Works Signage Manual

After receiving several complaints during 2018-2019 regarding the Council's temporary road signage, the Council co-ordinated a manual of approved signage and translations for use by all partners. Promotion was managed by Procurement and Contract Managers and is available to view [here](#).

Gofalu Trwy'r Gymraeg – APP

RCT Council ensures that all mobile phones of staff who work in our social care services include the app 'Gofalu Trwy'r Gymraeg' as a mandatory part of the phone's build. This resource, produced nationally, has been welcomed by frontline staff as a useful bank of basic phrases they may use with Welsh speaking clients.

Corporate Induction Videos

RCT Council have produced, for roll out during 2020-2021, 'Corporate Induction Videos' that discuss the standards and their implications for staff in a more interactive way using infographics and animation.

Culture Campaigns

Welsh Language Services promoted the Culture Campaigns below during 2019-2020.

Eisteddfod Yr Urdd

Each year many Schools take part in the Urdd National Eisteddfod. The Council was keen to celebrate this across the County Borough. The Council promoted this campaign via news items on its intranet encouraging people to attend the festival with their families, attending all schools that were taking part in the competitions to take photographs for use in the Council's social media campaigns and working collaboratively with the Urdd as a key community partner, flying their flag at the Council's HQ during the festivities.

Diwrnod Shwmae

Diwrnod Shwmae presents a unique day to embrace and celebrate the variety of Welsh language skills in our workforce and community. This year the local authority compiled a video of staff and community partners using selfie frames and Shwmae boards saying 'Shwmae' to camera. This included staff from all over the organisation including the Chief Executive, Senior Leadership Team Members, Waste Services, Library Services and Adult Education Staff. Three coffee mornings were organised at our main Council sites and two corporate posters were launched for display across our estate.

a) 'Remember start your conversation with Shwmae, Bore Da or Prynhawn Da' as a visual reminder to staff on a daily basis.

b) BOG Standards – a series of basic phrases which have also been phonetically displayed/spelt for people to practice. As the name suggests, these are situated in toilets across the local authority estate.

Diwrnod Owain Glyndŵr

The Council wished to include in one of its campaigns, an historical element and so decided on Diwrnod Owain Glyndŵr. 6 schools (nearly 200 pupils) were invited to our libraries for a storytelling and craft session on Owain Glyndwr along with awareness raising messages on social media.

Dydd Gŵyl Dewi

Dydd Gŵyl Dewi celebrations included messages to our communities on our social media platforms, also a coffee morning at one of our main Council sites and messaging on our intranet providing staff with information about St. David. However, the main focus of the campaign was to launch the Council's corporate Buddy Scheme.

Welsh Language Commissioner - List of Standardised Place Names

The Unit continues to work with Members and Welsh Language Commissioner Officers to approve a revised List of Welsh Place-names as applicable to Rhondda Cynon Taf, excluding the four significant changes relating to Treorchy, Rhydyfelin, Llanwono and Treforest.

The 5 year Strategy to Facilitate and Promote the Welsh Language

The Unit has continued to lead on the Council's 5 year strategy to facilitate and promote the Welsh Language and focuses on growing the number of people able to speak Welsh by 6.8% to 29,670 by 2021, increasing the use of the Welsh language in all aspects of community and public life, and raising awareness of the importance of the Welsh language as an essential part of the cultural identity and character of the South Wales valleys.

A report outlining progress on of Welsh Language Promotion Strategy and Action Plan is submitted annually to the aforementioned Welsh Language Cabinet Steering Group for discussion and any recommendations approved by Members are actioned.

Welsh Language Buddy Scheme

Welsh Language Services regularly receive feedback that there are very few opportunities afforded to staff to practice using Welsh in the professional workplace, especially those staff on a Level 3 and 4. The Buddy Scheme has been established to enable staff to meet on a monthly basis with a Welsh speaker, at our pilot site, to help encourage more usage and confidence.

Other service areas

Building on the relationships between the Welsh Language Services Unit and all other 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-Evaluations. The details noted in each Service Self-Evaluation are at Appendix 1 in accordance with Standards 158, 164 and 170.

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

The following complaints were received, or continued to be investigated, during/in 2019 - 2020:

Complaint Date	Nature	Via	Outcome / Response
April 2019	Leisure Services: Mis-spelling on a Facebook advert.	Member of the public.	Complaint upheld. Marketing Department reminded to check spelling before posting new advert.
April 2019	Highways: Road Signage with incorrect Welsh version.	County Borough Councillor.	Complaint upheld. New signs erected.
May 2019	Highways: Allegation of failure to erect bilingual signage.	Member of the public.	Complaint not upheld. The sign was being erected in 2 parts as a result of its size. The Welsh version was erected shortly after the English. For clarity the customer was made aware that the sign was owned by the Community Council who do not fall under the requirements of the Welsh Language Standards.
May 2019	Parking Services: Online fines payment process in English only.	Member of the public.	Complaint upheld. Parking Services (South Wales Parking Group) have since launched a bilingual website provision including the payment option (January 2020).
May 2019	Arts and Culture Service: Failure to display English only community poster.	Member of Parliament on behalf of a Member of the public.	Complaint partially upheld. Clarity provided on RCT Council's interpretation of the Welsh Language Standards; that community posters are allowed to be displayed in English only, at the discretion of the building manager. Communication circulated to staff to provide information on our approach to avoid similar situation in the future.
May 2019	Highways: Road Signage with incorrect Welsh version.	Member of the public.	Complaint upheld. New signs erected.
May 2019	Highways: Allegation of failure to erect bilingual signage.	Member of the public.	Complaint not upheld. On further inspection it was apparent the sign was erected before the introduction of the standards. All new signage is produced bilingually.
May 2019 (Ongoing)	Education Service: Allegation of failure to comply with consultation standards when consulting on the proposed school	Welsh Language Commissioner (CSG548)	The Council have provided responses to the investigation process and are awaiting a formal reply from the Welsh Language Commissioner.

	re-organisation in the Pontypridd area.		
June 2019	Access and Inclusion Services: Correspondence received in English only when Welsh was recorded as language preference.	Member of the public.	Complaint upheld. Service area held workshops with the Compliance Officer – Welsh Language to discuss service provision, the authority's Correspondence Decision Tree and actions for future compliance.
June 2019	Customer Care & Adult Social Services: Blue Badge Renewal Scheme correspondence in English only.	Member of the public.	Complaint upheld. System overhauled to ensure that all correspondence issued is now sent bilingually. Data is provided by a UK Government department which does not record language preference, so a bilingual approach has been implemented to satisfy the requirements of the standards.
June 2019	Arts and Culture Service: Venue address on Social media platform in English only.	Member of the public.	Complaint upheld. Address updated.
June 2019	Customer Care: Failure to ensure a re-direct to a Welsh Language webpage after completing a Welsh language online form.	Welsh Language Commissioner (CSG570)	The Council accepted fault but were able to avoid a formal investigation by demonstrating the proactive steps Compliance, Monitoring and Customer Care Officers have undertaken over the last year or so to ensure tighter controls on website publishing and quality assurance processes. The Commissioner formally wrote to let us know that they would not be opening a full investigation on the 4 th July 2019.
June 2019	Revenue and Benefits: Correspondence received in English only when Welsh was recorded as language preference.	Member of the Public.	Complaint Upheld. Customer provided with Welsh correspondence.

June 2019	Unknown: Allegation of providing a receipt in English only.	Member of the public.	Customer Care agents contacted the member of the public to gather more information but they decided not to pursue it any further.
September 2019	Transport: Public signage with incorrect Welsh translation.	Member of the public.	Complaint upheld. Signs re-issued and erected.
October 2019 (Ongoing)	The Executive: Allegation that decision makers have not considered the requirements of standard 88 and 89 when making decisions regarding re-organisation of schools in the Pontypridd area.	Welsh Language Commissioner (CSG633)	The Council presented their initial response to the Evidence Notice of the 4 th November 2019 on the 28 th November 2019 and are awaiting correspondence from the Commissioner's Office.
October 2019	Customer Care: Welsh Language queue disconnection of the call without transferring to agent.	Welsh Language Commissioner Officer	Complaint Upheld. Service Managers ensured a fix to the process after a fault occurred when updates were implemented to the pre-recorded messages. Welsh speaking officers will now test lines before making them live in the future.
November 2019	Customer Care / Births, Deaths and Marriages: Online form included several mistakes in Welsh content.	Member of the public.	Complaint Upheld. Form updated.
November 2019	Revenues and Benefits: Website provision in English only.	Member of the public.	E-account processes available in English only. Department committed to achieving parity by early 2020 in our response to the customer.
January 2020	Democratic Services: Welsh side of the website wasn't updated.	Member of the public.	Complaint upheld. Website updated and PDF's translated.
January 2020	Electoral Services: Correspondence in English only, or where Welsh is used there are several mistakes.	Member of the public.	Complaint Upheld. All letters to be sent to Welsh Language Services for proof reading in the future.

February 2020	Revenues and Benefits: Out of office message included several mistakes in the Welsh content.	Welsh Language Commissioner (CSG701).	Council have confirmed responsibility and are awaiting an evidence notice. In the interim all out-of-office messaging in the department has been updated and templates provided for future alterations. Additional messaging has been forwarded to all Service Managers as a reminder for all Council Staff.
March 2020	Education Services: Childcare provision at the 7 main hubs, established during Covid-19 pandemic, is in English only.	Member of the public.	Under investigation.

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

This section outlines the number of employees/post holders who had Welsh language skills at the end of 2019-2020 (March 2020). The figures are based on the records kept in accordance with Standard 151 based on the requirements of Standard 127.

Year	Staff Base *	Staff Type	No Skills **	%
17 - 18	7061	Non-schools based staff	4730	66.99%
18 - 19	7067	Non-schools based staff	3871	54.78%
19 - 20	7181	Non-schools based staff	3134	43.64%
Year	Staff Base *	Staff Type	Fluent	%
17 - 18	7061	Non-schools based staff	402	5.69%
18 - 19	7067	Non-schools based staff	491	6.95%
19 - 20	7181	Non-schools based staff	569	7.92%
Year	Staff Base *	Staff Type	Welsh Language Level 1	%

17 - 18	7061	Non-schools staff	based	1562	22.12%
18 - 19	7067	Non-schools staff	based	2261	31.99%
19 - 20	7181	Non-schools staff	based	2658	37.01%
				Welsh Language Level 2	%
18 - 19	7067	Non-schools staff	based	315	4.46%
19 - 20	7181	Non-schools staff	based	349	4.86%
				Welsh Language Level 3	%
18 - 19	7067	Non-schools staff	based	129	1.83%
19 - 20	7181	Non-schools staff	based	137	1.90%
				Welsh Language Level 4	%
18 - 19	7067	Non-schools staff	based	119	1.68%
19 - 20	7181	Non-schools staff	based	143	1.99%
				Welsh Language Level 5	%
18 - 19	7067	Non-schools staff	based	372	5.26%
19 - 20	7181	Non-schools staff	based	426	5.93%

*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.

TRAINING FOR STAFF: STANDARD 170 (2) (b) and (c)

There was no change from the 2019-2020 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)

The following figures are kept in accordance with Standard 154 based on the requirements of Standard 136. From September 2017 all new posts are designated Welsh essential Level 1 (basic Welsh) with options for managers to recruit on level 2 to level 5 depending on post. The number of posts at level 2 to 5 are as follows:

Welsh Language Skills	L1	432
Welsh Language Skills	L2	6
Welsh Language Skills	L3	2
Welsh Language Skills	L4	1
Welsh Language Skills	L5	6

Progress in this area has been slow considering last year's figures and the admission by service areas that more Welsh speaking skills are needed. More work needs to be undertaken to raise manager's awareness of the importance of the recruitment assessments as an integral part of workforce planning. Increasing Welsh Language speaking officers will directly mitigate any areas of concern with regards to the delivery of services in the medium of Welsh.

Further information:

Welsh Language Services Unit

Rhondda Cynon Taf County Borough Council

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Clydach Vale

Tonypandy

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Tel: 01443 570001

Appendix 1 - How the Council has complied

The following detail actions each service area has taken to comply with the requirements of the Welsh Language Standards and are quotes from their Service Self-evaluations.

Public Health and Protection Services

The service is actively engaged with the Welsh Language Service to ensure all of our processes and communications are compliant with Welsh Language Standards. We have developed a Correspondence Decision Making Chart to aid officers in achieving compliance. This was identified by the Welsh Language Compliance Officer as good practice and has been rolled out to other parts of the Council.

As part of our review, we have already achieved the following:

- ☐ Ongoing review of Website pages / removal of non-compliant pages
 - ☐ Review and translation of all standard forms / letters
 - ☐ All Facebook posts in Welsh and English
 - ☐ Systems in place to capture language preference on our main database and during data collection (e.g. inspection forms) to ensure we respond appropriately.
 - ☐ All correspondence from the Health and Wellbeing team is available in English and Welsh and we have incorporated feedback from the Welsh Language Services team into how we improve provision.
 - ☐ Supporting a number of staff to undertake intermediate Welsh language training as well as basic training.
 - ☐ A Welsh speaking Registrar is available for the registering of births and deaths, and the solemnisation of marriage; an advertisement for casual registration officers will encourage Welsh speaking persons to apply
-
- A number of inspections are now carried out in the medium of Welsh at businesses request.
 - Welsh fluent officers are more commonly speaking in Welsh within the office to maintain competency; some officers are choosing to maintain Outlook calendars in Welsh
 - A bilingual Bereavement Scams leaflet has been produced by Trading Standards

Council Business Unit:

- ☐ The service has significantly raised the profile of the language
- ☐ Simultaneous translation services are provided for all committees, e.g. Council, Scrutiny and Regulatory, including training opportunities provided to Members.
- ☐ There are dedicated translation officers who work closely with the Council Business Unit

- All public facing documents are translated – including committee agendas and minutes in line with the Welsh Language Standards. Going forward a bilingual approach to PowerPoint presentations delivered to Members at Council and Scrutiny Committees will be implemented.
- Bi-lingual correspondence with all Elected Members via email
- Provision for members of the public to address committees through the medium of Welsh.
- Staff are encouraged to use Welsh in the workplace
- Positively facilitated a ‘Translation’ workshop meeting between Members / Officers from Welsh Language Services and the Council Business Unit to discuss further approaches and identify barriers for Members with the Welsh language.
- Future provision within the Overview & Scrutiny Committee work programme to scrutinise the Council’s compliance with Welsh Language Standards.
- The Welsh Language Cabinet Steering Group has been supported all year, which is a cross party group of Members and Officers looking at policy development and service trends to strengthen Welsh language across the Council for the benefit of Members.
- Utilised the Modern Gov app, allowing Members to have a language preference when accessing Committee papers.

Potential Areas for Improvement

- Work may need to be taken forward with Welsh Language Services in respect of the receipt of E-petitions through the Modern Gov system as previously indicated – although we are aware of a wider review being taken forward by Welsh Government.
- Work with the Welsh Language Services on the production of e-learning modules to ensure that they are available bilingually to Members.

Cabinet, Communications and Digital Services

- Welsh Language Standards are fully integrated into the communications work, with all media now being bilingual.
- Support for Welsh Language and Culture has been provided throughout the year – with recent examples being the promotion of both Owain Glyndwr day and Diwrnod Shwmae.

Potential Areas for Improvement

- Continue to work closely with Welsh Language Services to provide content support for the promotion of the Welsh Language.
- Establish better lines of communication to expedite the turn-around of digital content.

Consultation & Engagement Services

- All Consultation and Engagement documents are available in the Welsh language. We have an excellent working relationship with the Welsh Language Services department within the

Authority through the need to translate the vast majority of the work we undertake. We also assist the Welsh Language Services department with their own consultations. The department continues to support staff members who want to learn Welsh to help them with engaging with Welsh speakers at the various engagements, which we deliver.

□ We have introduced a new question to be used on all service change consultations to assess the impact that any change will have on the Welsh language or Welsh speakers, which is line with the requirements of the Welsh Language Standards.

Potential Areas for Improvement

□ Continue to support staff to learn Welsh to provide a fully bilingual service to residents and reduce reliance on Welsh Language Services.

□ Ensure that all services adopt the standard question in any service change consultations.

Community Wellbeing & Resilience

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.

Language skills are strengthened through recruitment where possible, although it is not always possible to recruit individuals with the necessary skills for the post who also have the necessary Welsh Language skills. When engaging with services, families are always asked for their language preferences and Welsh language speakers assigned to work with individual families.

The Welsh in Education Strategic Plan (WESP) 2017-2020 was approved by WG on 15th March 2018. This plan details the Council's vision for Welsh Medium and Welsh Language Education. The WESP is closely aligned with the 5 year strategy for Welsh Language promotion. It was produced alongside internal and external stakeholders including Welsh Medium Community Organisations. The WESP contains a detailed action plan for the first time, and will be monitored through biannual meetings to ensure that progress is made against the outcomes. Both the Early Years and Family Support Service and the Youth Engagement and Participation Service have responsibilities for delivering actions within the WESP.

The Youth Engagement and Participation Service has a dedicated Welsh speaking Youth Engagement Officer in each of the 4 Welsh secondary schools. The YEO offers support to young people to improve their resilience; delivers accredited courses and they are also the main point of contact for all after school provision offered by the service to young people. There were also activities offered throughout the school holidays through the medium of Welsh, such as Gorge Walking, Rafting, and Team Building.

The YEP Service has an SLA with Menter Iaith to deliver a programme of open access youth and targeted activities to young people living in RCT through the medium of Welsh. This includes the delivery of 4 Youth Forums across the Welsh Medium Secondary schools in RCT. The forums meet fortnightly with average attendance of between 6-10 young people per school. They also facilitate discussions with young people with a focus on Welsh language awareness and promote the opportunities provided throughout the year for young people to access learning opportunities and gain accreditation. In 2017/2018 Menter Iaith delivered 15 sessions, through the medium of Welsh, to 107 young people.

The Flying Start Childcare offer is currently available to all families with children aged 2-3 years living in the Flying Start eligible postcode areas. The offer is available through the medium of English and Welsh, and parental preference will always be accommodated. At present, 25% of all Flying Start childcare is provided through the medium of Welsh in line with the availability of mainstream education.

The service secured funding for LA staff to undertake additional Welsh language training in the Autumn term 2018. The aim was to roll out the training following the pilot wider to the commissioned Flying Start childcare settings and this was delivered in the Summer Term 2019. The 17-18 observational and assessment monitoring tool scores for the Welsh language element of the tool have increased to 78%, evidencing an increase of 7%. The Benefits of Bilingualism booklet is circulated within all FS commissioned and LA Childcare settings for staff to share with parents.

Parenting staff have all been trained to level 1 and are using Welsh phrases during evidence based groups and during face-to-face contacts with parents/children. Talk and Play (TAP) staff currently use Welsh phrases when communicating with parents/children in their groups. The service uses 'phrase of the week' in order to up skill staff in their use of key Welsh words or sentences. All story books used in TAP groups are bilingual for storytelling and lending to parents and the team will occasionally read the Welsh version of the story. Welsh songs and rhymes are sung every week.

We continue to offer local authority and third sector organisations free usage of the facilities at the three Children Centres to deliver Welsh language training courses.

All new staff across the Community Wellbeing and Resilience Service are supported to complete the LA's Introduction to Welsh training and fully supported to complete any further training in work time.

All commissioned partners have to comply with The Welsh Language Standards as appropriate to the service being delivered. The CWR Commissioning Team identifies which of the 171 Welsh Language Standards are relevant to the contracted service and these are listed within the service specification prior to tender. The Contract Monitoring and Compliance Officers undertake quarterly monitoring visits to ensure contract compliancy including compliancy checks on the Welsh Language Standards. This will be rolled out to childcare contracts in 2019/20.

During 2018/19 a separate Welsh Language Standards monitoring form was developed and all providers now receive an annual Welsh Language Standards Audit from their Contract Monitoring and Compliance Officer. The findings from the audit are reported back to providers as part of their annual performance review meeting and any non-compliance is identified as requiring urgent action.

Potential Areas for Improvement

- ☐ Continue to support staff wishing to develop their Welsh language skills.
- ☐ Alternative learning methods to be explored to allow more staff to access training to increase Welsh language proficiency across a range of roles.
- ☐ Review all FS Commissioned Childcare to ensure they are compliant with the Welsh language standards stipulated within their contracts.
- ☐ When undertaking the forthcoming Flying Start Childcare commissioning review, include the availability of Welsh medium provision as a key element.

Customer Care

The single front door makes it easier for RCT to meet the Welsh Language Standards with an equal offer at first point of contact, using automated/advisor-based processes.

- ☐ Welsh Language Standards are an example of how consolidation can better support rather than e.g. fragmented receptions/switchboards etc.
- ☐ Bilingual website and splash page- website bilingual for all information and transactions.
- ☐ Web team online processes - all translated ahead of measure, ongoing amends
- ☐ Email responses – All in house built forms now send email receipts from gwasanaethauigwsmeriaid@rctcbc.gov.uk if the form was completed in Welsh.
- ☐ Welsh Addresses -Look up deployed "In your neighbourhood" website. –work underway to allow customers to search for Welsh place and street name. When using in-house built forms.
- ☐ Key numbers 'press 1' for Welsh into Welsh speaking service (caller do not wait any longer)
- ☐ All lines (public facing and historic switchboards) have "press 1" for Welsh option – with individual Welsh queues offering identical service (i.e. messaging etc.) as English speaking customers
- ☐ Contact Centre local PI of 90% availability of Welsh Speaking Advisors.
- ☐ 2018/19 – 1,186 calls received (0.2% of all calls) with average response time of 126 seconds (77 seconds quicker than other day time queues)
- ☐ One4aLL appointments offered and conducted in Welsh.
- ☐ Support the Welsh Language Services Team and Commissioner by providing timely feedback to any queries about service provision.
- ☐ Welsh speaking advisors provided with refresher sessions to ensure skills are maintained
- ☐ All Wales CFW Group liaise with Commissioner regularly.

Intranet- splash page and English and Welsh versions of several areas including the homepage. Where a page is available in both languages a button allows staff to switch between languages, remaining on the same page. Recent review has identified areas to improve functionality further.

Potential Areas for Improvement

- ☐ Recruitment of Welsh speaking advisors and training of existing.

Community Services

Community Services is fortunate in having a good representation of Welsh speakers among its staff and managers, although the picture is mixed in some areas and there remain challenges.

The percentage of staff who speak Welsh fluently and who record themselves as Levels 4 and 5 is as follows:

- Adult Education – 17.6%
- Arts (Cultural Services) – 25.2%
- Community Development – 14.2%
- Employment Programmes – 3.2%
- Libraries – 8.2%
- Welsh Language Services – 100%

A Welsh language offer is available across all service areas but there are challenges in respect of ensuring access to Welsh language customer services in services where there are multiple delivery locations. This is especially true of libraries, CfW/+ provision and outreach arts provision. However, some of this has been addressed through the enrolment of staff on Welsh language refresher courses (in the case of libraries) and a mixture of basic level courses and higher level courses (in the case of the Arts Service and Adult Education).

All staff are aware of the importance of offering a Welsh language service and the systems in place in their service areas to ensure this can be accomplished. Staff are clear in respect of the requirement to identify an individual's language of choice and to respond to any communication received in the language of choice. Developing a coordinated approach for recording this information remains a challenge and one that is common across public services in Wales subject to this standard.

50% of the service managers are fluent in Welsh as is the Service Director so that performance reviews and 1:1 monthly meetings between these managers and the Service Director are held in Welsh and all correspondence between them is conducted in Welsh as this is their natural means of communication (unless English speakers are included in the correspondence when they will naturally revert to English). This also provides capacity to deal with any HR-related issues in Welsh and to actively promote the offer in relation to Standards 101-109 among the wider services' workforce.

Going forward, in terms of staff language skills, there will be a need to encourage those who are at Levels 1– 3 to progress further so that there will be sufficient skilled speakers across frontline areas service in order to try and meet the standard upheld by the Welsh Language Tribunal decision. There are, for example, 41 staff who are currently at Level 2 that could be offered the opportunity to progress further. (Managers are supportive of developing these skills and prepared to release frontline staff to accomplish this).

All written documentation and publicity complies with the relevant Welsh Language Standards. All social media posts are bilingual and changes to website pages are sent for translation so that any changes are available in both languages simultaneously.

There have been no official complaints in relation to the Welsh language offer of Community Services. However, there have been a couple of comments made to staff who have been unable to deal with a customer's requirements completely in Welsh as they have been unhappy with having to be referred to another member of staff. (In these instances the customers felt that the poster that was displayed - 'Happy to speak Welsh' - should mean that they could be dealt with by the first individual they engaged with. (This was not a requirement of the standards at that time).

Some sections of Community Services commission third party providers to support their work, for example several of the CfW+ Work Clubs and Digital Fridays are provided by third sector organisations. Care has been taken to gain the advice of the Welsh Language Services Unit to ensure that the Service Level Agreements with all commissioned parties highlight the

specific Welsh Language standards that they are required to meet. This element of the contract is subject to monitoring by the Commissioning team.

The majority of websites are bilingual. However, work remains to be done on the website that hosts the Digital Photographic Archive to ensure full compliance.

It is notable that the Library Service exceeds the current quality indicator set by Welsh Government in respect of percentage expenditure on Welsh medium books and online resources. The impact of this has been to increase book loans in Welsh which tends to prove the point that as services we can generate demand for services in Welsh rather than just being responsive.

Since the last SSE, the Library Service has worked to address the issues identified in the 2018 Compliance Report including ensuring that all library policies are translated and updated in Welsh, purchasing bilingual date stamps, reinstating website links to Welsh pages and ensuring that all library staff undertook Welsh language refresher courses.

Service delivery for service areas identified during the consultation in 2016 on the development of a 5 year Strategy as priority areas for residents – this includes Libraries, Adult Education and the Arts – have ensured that they are contributing to the identified targets in the Action Plan. In addition The Arts Service's Welsh Language Plan submitted to ACW as part of the revenue funding agreement aligns to the Council's Strategy for the Promotion of the language and highlights actions to increase the number of participation opportunities for children and young people through the medium of Welsh.

Potential Areas for Improvement

- ☐ Support staff to improve their language skills further.
- ☐ Continue to work on the Digital Photographic Archive to ensure full compliance.

Human Resources

We continue to work closely with services to address the level 1 training and to explore more effective ways of working particularly in training the part time intermittent workers.

We have continued to prioritise the provision of a Welsh language service and have increased our Welsh speakers by one. We continue to review all documentation and policies to ensure that Welsh versions are integrated and available. Monthly meetings with the Compliance Officer continue to work through policies most of which have now been translated and address data issues for Welsh language provision. We also continue to address the information gap on Welsh Language ability with the Level one training and retrospective checks on existing staff. (See table)

2019	12th March	6th June	13th August	27 September
Blank	609	445	493	442
Level 0	3299	3240	3142	3218
Level 1	2228	2419	2485	2520

Potential Areas for Improvement

The PDT team are working with the RCTSource platform provider to assess the opportunities for developing a Welsh language platform. With staff turnover Welsh speaking staff have moved around posts in HR which has had an impact. This will continue to be reviewed.

Children's Services

Children services continue to be compliant with the Welsh Language standards. 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 to all those who contact the service 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 WICCIS.

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

All publications are bi-lingual

Potential Areas for Improvement

Continue to re-enforce the message and encourage staff to learn and speak Welsh

Prosperity & Development Services

The Service has continued to work closely with the Welsh Language Unit in ensuring it complies with Welsh Language Standards. All documents and services are available bilingually including all correspondence and publications. The Service also has a number of Welsh speakers who are able to facilitate face to face interaction, telephone calls and meetings. The Service has also received its first Welsh Language Planning application. This application was processed and determined in Welsh and within the timescales comparable with any other English language application (i.e. there was no delay in communicating with the Council in the Welsh Language)

The Service has worked alongside the Welsh Language Services Unit to ensure all web pages and links are bilingual.

To date we have not received any public complaints or formal Commissioner investigations. Any issues which have been raised around provision of services or information in Welsh have been dealt with quickly and efficiently.

The nature of the work carried out by the Service and the back-office systems used makes recording and analysing Welsh Language usage and Service requests difficult. This has been fed back to the Welsh Language Services Unit through a Welsh Language Commissioner Request for Information.

The Service has purchased and installed a package called Linguaskin which is a huge progress in our ability to offer a complete Welsh Language service to our customers.

The Service actively promotes Welsh in the workplace through encouraging staff to learn and speak Welsh. In addition, staff who have secured promotion within the service are required to attend a Welsh Language course.

All of the Council's Planning and Development Committees are now undertaken with the Welsh Language Services in situ and, public speakers at Committee are also informed that they may choose to do so in Welsh.

The Welsh Language, is an important part of Welsh Culture, has been recognised in the RCT Tourism Strategy and visitors will be introduced to the language in tourism marketing materials (such as the tourism guide) in a fun and inclusive manner. Tourism businesses are also encouraged to promote the Welsh Language as a unique selling point.

All participants in the Board and Tourism Hub meetings will be asked their language preferences and provision will be provided for Welsh Language as a result. All written correspondence is bilingual as are any emails to groups.

All tourism materials are produced bilingually in line with Welsh Government Welsh Language Standards and there is full compliance with any change requests that come in from the Welsh Language Services department.

The Events Service also continue to work closely with the Welsh Language Services department in ensuring it complies with Welsh Language Standards, with all marketing material being bilingual and all social media communication (posts/adverts) posted in both Welsh and English, and any change recommendations (i.e. website content) complied with.

Following a recent seminar with representatives from the Welsh Language Commissioner, a spreadsheet template has now been set-up that records the number of requests for tourist and event related information that is received in the Welsh language. This will allow us to begin to assess the usage rate of the Welsh language by residents/visitors during their initial interaction with the Services.

This will be increasingly important over the coming years as the Council have been successful in their bid to host the 2022 National Eisteddfod of Wales, an event with the purpose of promoting Welsh language and culture. As part of this event, the Service will need to work closely with Eisteddfod organisers to ensure all measures are in place to enable successful and safe delivery of the event, and as part of ensuring its 'success' delivery of the service through the Welsh Language will be judged.

Presently and in preparation for the Eisteddfod, the Service has and continues to support Menter Iaith, both in kind with event specific information and expertise, and with a financial contribution (Council wide and Marketing) to support Parti Ponty, a Welsh arts and music festival that takes place annually in Pontypridd.

Potential Areas for Improvement

Collaboration with Welsh Language organisations needs to be improved as there are opportunities to identify and develop cultural tourism projects for the benefit of visitors (USP) and residents (skills).

Adult Services

Adult Services continues to respond effectively to the requirements of the Welsh Language Standards and Welsh Government's "Follow-on Strategic Framework for Welsh Language Services in Health and Social Services" - working closely with colleagues in the Council's Welsh Language

Service, via the Cwm Taf “More than Words” quarterly forum, to ensure we are complying with the aforementioned requirements.

In Adult Services front-line staff make an active offer of communication in Welsh if it is someone’s preference. Arrangements are then made for a Welsh speaking member of our staff to have the conversation and to work with them. We record people’s language preference on WCCIS, which informs subsequent communication, and we check preferences on language when core data is checked. No complaints were received during the year about adult services being available in Welsh.

All correspondence and written material available to the public, including online information and DEWIS, are available bilingually to ensure compliance with the Standards. Staff are aware of the requirements of the Standards and what it means for how they work. We also monitor all our external service providers to ensure they comply with the Standards. Adult Services contract monitoring framework monitors each external provider’s compliance with the Standards – no issues identified.

In March 2019, an audit of front-line services was conducted by the Welsh Language Unit to measure the Council’s compliance against KPI’s published by the Welsh Language Commissioners Office. Within Adult Services, no significant concerns were identified. A breakdown of the findings is summarised below:

Correspondence

1. Email correspondence received a reply in Welsh - full compliance with the respective standard achieved
2. Welsh language treated less favourably (Time/Content) - some additional work necessary to fully comply with standard. A delay of 6 working hours was above the agreed tolerance of 3 hours from receipt of English correspondence - staff reminded of the need to prioritise translations for correspondence, so that there is no delay due to language preference
3. Signature provided bilingually - some additional work necessary to fully comply with standard. English was displayed first in the reply received - staff reminded of the need to ensure the Welsh is positioned to be read first in all email signature content.
4. Statement re: Welcoming Welsh correspondence - full compliance with the respective standard achieved

Consultation Events

5. Public meeting publicity welcome the use of Welsh - some additional work necessary to fully comply with standard. Community Day Centres consultation publicity did not include a proactive offer for citizens to use Welsh at the meetings – to be addressed corporately

Potential Areas for Improvement - none identified

Accountancy Service and Performance Management Service

Both services:

- ☐ Complies with Welsh Language Standards and seeks advice on an on-going basis from the Council’s Welsh Language Service;
- ☐ Tests operational arrangements against relevant standards periodically;
- ☐ Publishes statutory documents bilingually; and
- ☐ Has an adequate number of bilingual officers who are able to support the needs of the service.

1. Welsh Language Standards and seeks advice

- ☐ Seeks advice from the Council's Welsh Language Service in term of bilingual requirements for the publication of statutory documents (with the Council's Statement of Accounts and Corporate Performance Report produced bilingually).
- ☐ Have operational guidance in place to assist staff (e.g. central repository to capture the language preference of customers).
- ☐ Have not received any customer complaints around non-compliance with Welsh Language Standards.
- ☐ As part of web development work, the Service has worked with ICT and the Welsh Language Service to ensure up to date web pages are available bilingually i.e. All payment pages are available bilingually.

2. Bilingual officers

- ☐ 7 officers (6 in 2018) are conversant in Welsh (8% of the Service's workforce), one of which has confirmed that is able to deal with work based enquiries in Welsh (and does so, as appropriate);
- ☐ Over the past 12 months, the 7 officers have appropriately supported the Service's work based requirements regarding compliance with Welsh Language Standards.

In addition, Service Self Evaluation and corporate assessment arrangements capture the extent of compliance across the Council and this information has been used as part of compiling the Council's Welsh Language Standards Compliance Report to the Welsh Language Commissioner. This process will continue.

2018 areas for improvement Progress	Progress made to address areas for improvement reported in the 2018 SSE
Consider the 'business need' for non-Welsh speakers within the service to be provided with opportunity to attend Welsh language training.	This has been supported during the year (a member of partnership support team has attended training).

Potential Areas for Improvement

No further improvements identified for implementation in 2020/21.

ICT

The Service provides support to frontline services supporting the provision of Welsh Language in the Council, in accordance to the standards. However, the service is aware and compliant with the Welsh Language Measure and provides or supports the following: –

- ☐ Bilingual email footers, out-of-office assistants;
- ☐ Digital & IM Bulletins bilingually
- ☐ Provide Global Email Messages to all staff, members and Schools bilingually;
- ☐ Deployed Welsh Language Interface tools through MS Office (Cysgair) to all staff within the Council.

As well as this;

- ☐ Offer Welsh Language Translation software tools (Cysill) that can be deployed to staff as needed;
- ☐ Can offer Service Desk assistance in both the medium of English & Welsh;
- ☐ Support Welsh Medium Schools in the provision of ICT;

- ☐ Support the procurement of Welsh language Systems and software;
- ☐ Provide the ability to have Welsh Language MS Office full functionality;
- ☐ Staff attendance at Welsh Language Courses.
- ☐ Welsh software available through the introduction of 365

<http://inform/en/supportservices/translationandwelshservices/relateddocuments/3.ictthelpatyourfingertips.pdf>

The Social Care Data & Systems Team support frontline social care staff to fulfil their statutory obligation to make the active offer of communication & assessing through the medium of Welsh by ensuring that all relevant WCCIS documentation includes the relevant Welsh language related information.

Potential Areas for Improvement

- ☐ Continue to work with services to support the provision of Welsh Language through the use of technology.
- ☐ Continue to encourage staff to participate in personal development opportunities.

Corporate Estates

The Service is aware of its obligations under the Welsh Language Standards. We are clear about what aspects of our service require translation and ensure that all appropriate communication meet the required standard for example we regularly ensure project newsletters are translated when being provided to the wider community, the Design team has reviewed its standard drawing template to ensure continued compliance and room bookings are offered with a translation as standard.

The service continues to meet the requirements of the Welsh Language Standards such as telephone answering, out of office replies and footnotes to emails/ correspondence offering communication in Welsh.

Staff have been assessed and received training for level 1 Welsh ability. All staff are reminded frequently via e-mail about their obligations under Welsh Standards compliance. The percentage number of Welsh speakers has increased since previous SSE.

Compliance with the Welsh Language Standards is a standard item on the Service's Departmental Management Team Meetings and Welsh Language requirements are regularly communicated to staff through emails as necessary and also through team meetings.

Workplace signage and external signage has been checked and improved by the Service.

Reception areas under the remit of Corporate Estates have been improved to comply with the Standard.

The workplace (Ty Trevithick) hosts Welsh events such as Shw'mae days

Potential Areas for Improvement

- ☐ Translation of standard forms for public use to save time when forms need to be sent out bilingually

Fleet Management & Vehicle Maintenance

The Welsh Language Standards are considered in recruitment and their requirement has been added to the latest version of our job descriptions.

Welsh Language Standards is now a permanent topic on the periodical team meetings.

The 3 year driving mandate form has been translated into Welsh for our end users in Welsh speaking schools.

Although we have little to no dealings direct with the public, any correspondence we would receive in Welsh would be answered in Welsh.

In terms of other potential impact on the public, this would come in a roundabout way – such as bilingual vehicle graphics and dual language instructions in the wheelchair accessible vehicles. (This is quite a unique feature). All signage in and on vehicles (where legislatively allowed) is bilingual. Should documentation be required for public use, this would also be bilingual.

Potential Areas for Improvement

No areas for improvement identified

Highway Maintenance & Management

The Highway Maintenance and Management Service continues to embrace the Welsh Language Standards and accordingly has expanded the services it provides through the medium of Welsh.

Following recent recruitment there are now six members of staff within the Service who have a reasonable knowledge of spoken and written Welsh and a number of staff who are currently engaged in courses to learn the language. Furthermore, of the 3 apprentices taken on in September all are fluent Welsh speakers.

When we undertake resident consultations or when there are 'letter drops', all communications are undertaken bilingually i.e. through the medium of English and Welsh.

During the routine maintenance of sign or street nameplate renewal, all replacement signage is now bilingual. Provision of new street names is now Welsh only, thus further promoting the Welsh Language.

As part of mitigating the potential issue of customers wanting to discuss or pay parking fines in Welsh, we have established a direct link with the Council's call centre.

Potential Areas for Improvement

Further encouragement of staff to enter onto Welsh language courses.

Legal Services

Legal Services is not a front facing service and has little direct contact with residents. However, it is clear about the need to continue to meet the internal and external publication requirements in respect of Welsh Language, e.g. external documents and internal distributions.

Legal notices/adverts for things such as road closures/co-opted Members vacancies are all published bilingually as is Member Attendance.

We are fortunate to have a number of fluent and competent Welsh speakers within the Service including Solicitors who are able to advise and advocate through the medium of Welsh, including at Court, if required.

Returning Officer declarations are made in accordance with the Welsh Language Commissioners' required standards. We have utilised colleagues from within the Service and Welsh Language Services team to support this. We also revised all non-statutory forms to meet the required standards.

By developing our relationship with the Welsh Language Services department we ensure that those persons who wish to exercise their right to conduct their business in the Welsh language receives the same level of service as those who speak English ensuring that the Council continues to meet the requirements set out in the Welsh Language Standards.

We continue to support the Council in its adherence to the Welsh Language Standards and assisting officers in dealing with complaints received from the Welsh Language Commissioner.

Potential Areas for Improvement

To look at improving the level of Welsh language spoken by officers in the legal department.

Leisure, Parks & Bereavement

Expansion of the provision of swimming lessons through the medium of Welsh to a second Leisure Centre, in partnership with the Urdd.

Successful contribution to the Shwmae campaign across social media.

Staff have attended level 1 training.

Leisure Services including Sports development have undertaken an audit by the Welsh Language Services Unit, which identified how the service is compliant with the statutory Welsh Standards. This assessment informed an action plan for further development, which is being implemented.

The service works well with our Welsh Language Services Unit and consults on all marketing and operational communications including our tenders.

Potential Areas for Improvement

- ☐ Further training and records of training undertaken.
- ☐ Explore with HR a management information output from Source to inform service wide training needs and plans.
- ☐ Circulation of an up to date lists of staff Welsh Language skills, within the Service.

Pensions, Procurement (Energy) & Transactional Services

Revenues & Benefits:

- ☐ Full review of webpages and on line services/systems to ensure compliance with key protocols identified by the standards
- ☐ Case files updated with indicator where there is a preference for Welsh language contact/communication to ensure this is provided, although demand is limited
- ☐ Standing agenda item on Management Team Meetings
- ☐ One complaint received regarding welsh language provision

Procurement:

- ☐ The Procurement Service has a positive working relationship with the Welsh Language Standards (WLS) Team & Translation Service.
- ☐ Requirements are embedded within the procurement process at all levels and advanced initiatives to promote and enhance the WLS standards within the supply chain are actively supported via the promotion of the 'Commissioning Partner Guide'
- ☐ We've also worked with the WLS to create a manual for use by contractors. The manual has been created to help and support Council staff and Contractors to comply with the relevant Welsh Language Standards requiring bilingual signage

Potential Areas for Improvement

- Online forms and systems provided by third party suppliers are not always specifically designed with the requirements of the Welsh Language Standards in mind and these can be difficult/challenging to amend and maintain
- Continue to identify and record, customer 'language of choice'
- Pensions – building on the good work delivering a bilingual website, the Service continues to develop its online bilingual Member Self Service offering.

Street Care & Waste Services

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 Waste has only needed to deal with 1 individual query 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 Standards. 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.

Potential Areas for Improvement

To offer staff who deal with members of the public on a daily basis Welsh Language training.

Transportation

The Transportation Service ensures that the Learner Travel Policy, Information and Arrangements are fully compliant with the latest Welsh Language Standards. The Welsh Language is no less favourably treated than the equivalent service provision in English. Standard letters for wide audiences are bilingual and roadside bus timetables, as well as all the material that promotes the Service's activities on the Council's website are in Welsh and English.

All parents have the opportunity to communicate with the Service in Welsh as part of the admissions process and records are kept. No one to date has requested this service. A fluent Welsh speaker left the Service during 2019, leaving only two staff with a working knowledge of spoken and written Welsh and a further one who is continuing to learn the language. One member of staff attended the compulsory one day Welsh Language course. During 2019 the Service received no requests for correspondence or telephone calls from residents wishing to converse in Welsh. Again, there were no complaints about the Service's use of the Welsh Language during this period.

There has been a slight fall in the number of learners transported to Welsh Medium or Dual Language Schools, from 3,676 to 3,577. This represents 32.2% of the total. An Equality Impact Assessment in June 2016 considered that the impact of the Learner Travel Policy, Information and Arrangements was substantially positive in its effects on the Welsh language community, provided eligibility to school transport was consistent and equitable, and anomalies in delivery mitigated. This led to the removal of a number of such anomalies from September 2018 but none since to date.

The Council published the results of its biennial Resident Engagement Survey in 2018. Those who responded to the public transport section were mainly very positive and whilst the provision of public transport information increased to 80% (up from 72%).

Potential Areas for Improvement:

- ☐ Encourage more staff to learn Welsh.