

## Compliance with Welsh Language Standards

The Council is committed to ensuring that it complies with the Welsh Language Standards outlined in its Final Compliance Notice. This is a summary of what the Council has committed to undertake in order to comply with the Standards and provide equal opportunities for its customers to communicate with us in either Welsh or English.

### Service Delivery Standards

- We have provided communication to staff around responding to correspondence, arranging meetings and telephone answering.
- We have ensured that staff offer people the opportunity to be transferred to a Welsh speaker when contacting the Council unless they are able to deal with them in Welsh.
- We have provided wording for staff to include in letter templates and on e-mails, notifying residents that they can request correspondence in Welsh in future.
- We have notified staff arranging public meetings that all invites to the meeting should be bilingual, that simultaneous translators should be arranged for public meetings and that organisers of public meetings should remind people at the start of meetings that they can contribute in Welsh.
- All documents produced for public use will be bilingual, including promotional materials and exhibition documentation.
- The interface and menus on every page of our website are bilingual as is the content\* .
- All staff have been notified that all new and replacement signage must be produced bilingually and that the Welsh must be positioned where it will be read first
- Signs have been placed in main reception areas to state that people may communicate through the medium of Welsh or English
- Staff have been notified that they are required to greet members of the public to public areas bilingually.
- All public notices and adverts are bilingual.
- All grant forms received in Welsh will be responded to in Welsh and any interviews needed will be conducted through the medium of Welsh (with the aid of a simultaneous translator if needed)
- The Council's corporate identity will not treat the Welsh language less favourably than the English language

### Operational Standards

How the Council is going to comply with operational standards with which we are under a duty to comply:

- We have revised our Language Skills Strategy to include details around the operational standards and the implications for the workforce.
- We have produced guidance on using Welsh internally for the purpose of promoting and facilitating the use of the language and this document has been published on our intranet.
- We have introduced a HR process where all staff will be asked whether they wish to receive their contract of employment in Welsh.
- We have asked all staff whether they wish to receive paper correspondence relating to his or her employment and which is addressed to him/ her personally (in Welsh).
- We have asked all staff whether they wish to receive paper correspondence relating to his or her training needs or requirement in Welsh.

- We have asked all staff whether they wish to receive documents that outline their performance objectives in Welsh and we will provide documents in Welsh if that is their wish.
- We have asked all staff whether they wish to receive documents which outline their career plan in Welsh and we will provide documents in Welsh if that is their wish.
- We have asked all staff whether they wish to receive forms that record and authorise annual leave, absences from work and flexible working hours in Welsh.
- All HR and relevant Payroll information for staff has been translated and uploaded onto the intranet
- Computer software for checking spelling and grammar has been provided to all staff who speak or learn Welsh and Welsh Language if that is their wish
- We have translated the text of our intranet homepage into Welsh.
- Pages have been updated on the intranet which provides services and support material to promote the Welsh language and assist staff in using and learning the Welsh language.
- The Council has carried out an assessment of the Welsh language skills of employees through a self-assessment.
- The Council actively promotes opportunities during working hours for employees to receive Welsh Language courses
- The Council provides opportunities for staff wanting to further their basic Welsh training through offering further training.
- The Council has developed an e-learning module to raise staffs' awareness of the Welsh Language.
- Information to raise awareness of the Welsh language is provided to all new staff.
- We have provided wording for staff to use on their e-mail signature, to inform people if they are fluent Welsh speakers or are learners.

### **Policy Making Standards**

- We will inform managers to consider the effects of any new policy (or amendments to policy) on opportunities for people to use the Welsh Language and ensure that the Welsh language is treated no less favourably than the English language.
- When a new policy is formulated, we will ensure that all managers are aware of the need to consider the effects of policy decisions on the Welsh Language. This will be done through introducing a section on formal Council reports which will demonstrate what kinds of consideration has been given to the Welsh Language.
- If research is commissioned that is intended to assist with policy making, we will ensure that the research considers how the policy decision could be made so that it does not have a negative impact on the Welsh Language.
- We will inform managers to ensure that any consultation on policies offers the opportunity for people to comment on the effects of any new policies on the Welsh Language use.
- We will publish a policy on awarding grants
- We will maintain and revisit our list of Welsh language speakers on a 6 monthly basis

### **Record Keeping**

- We will keep a record of the number of complaints we receive relating to our compliance with the Standards and will report back to the Welsh Language Commissioner on an annual basis.
- We will keep a copy of written complaints that we receive and compile any complaints that will be held centrally by the Communications Team.

- We will keep a record of the number of employees who have Welsh Language skills through placing the information on our HR systems.
- We will carry out an annual audit of the number of posts where Welsh language skills are essential, need to be learnt when appointed to the post, where they are desirable and where Welsh Language skills are not necessary.
- We will undertake an annual Welsh language skills audit to ensure that the correct number of staff are in the correct departments to provide a bilingual service
- We will produce annual monitoring reports on our performance with regard to compliance with the Service Delivery Standards, the Policy Making Standards and the Operational stands we have been required to comply with.