

# Welsh Language Annual Report 2019/20

This document is also available in Welsh



**HWB**  
**CYMRAEG**



Cymraeg



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## **1. Executive Summary**

- 1.1 The Welsh Language Standards came into force in 2016 and the Council is required to comply with 171 Standards. The Standards ensure that the Council treats the Welsh and English languages on a basis of equality and respects the rights of Welsh speakers.
- 1.2 The Council has welcomed the introduction of the Standards and the opportunities to increase the provision of services through the medium of Welsh, as well as the rights they offer to the public and our employees. We are proud of our Welsh heritage, culture and the Welsh language. The Council believes that respecting and meeting the language needs and preferences of its customers is central to good and effective customer care. We provide services to the most vulnerable people in our communities where accessing services in an individual's first language is especially important.
- 1.3 We continue to make good progress in complying with the Standards but acknowledge that there remain areas where we need to monitor closely in order to ensure compliance e.g. correspondence, websites and social media. We have strengthened the links between the Welsh language and the Council Plan and continue to ensure that the Welsh language is mainstreamed throughout all of our priorities and policies. During 2020/21 more work will be done on the Equality Impact Assessment process to give proper and due consideration to the Welsh language element of the assessments. The Council also supports one of the well-being goals in the Well-Being of Future Generations (Wales) Act 2015 "A Wales of vibrant culture and thriving Welsh Language" which supports our aim deliver services equally in Welsh and English.

## **2. Introduction**

- 2.1 The Welsh Language sits within the portfolio of the Lead Member for Communities, Partnerships, Public Protection and Community Safety and senior officer responsibility lies with the Chief Officer Education & Early Intervention who is the Council's Welsh Language Champion on the Senior Leadership Team. Issues pertaining to the Welsh language will be referred to the Executive Board or the Customers, Performance, Resources and Governance Scrutiny Committee. The Council also has a Welsh language Member and Officer Group. Any fundamental changes would require Full Council approval.
- 2.2 Operational responsibilities for the implementation of the Standards sit within the Governance and Customer department. The Brand, Digital and Communications Lead maintains the strategic overview with the Welsh Language Co-ordinator, managed by the Complaints & Welsh Language Compliance Lead, having day to day responsibility for compliance with the Standards. This includes promoting and facilitating the Welsh language in the County Borough and the delivery of the targets and actions in the Council's Welsh language 5-year promotion strategy.
- 2.3 The Council is required to publish an annual report by 30 June as set out in Standards 158, 164 and 170 in order to report on progress against compliance with the Standards in the following areas - Service Delivery, Operational and Policy Making. A full copy of the Standards can be seen here [https://www.wrexham.gov.uk/sites/default/files/2020-06/compliance\\_notice\\_wcbc.pdf](https://www.wrexham.gov.uk/sites/default/files/2020-06/compliance_notice_wcbc.pdf) We also report annually to the Council's Executive Board on our performance in relation to the Standards. Due to the Covid-19 pandemic and the impact this had on resources and staffing, unfortunately it was not possible to approve and publish this report on the usual date.
- 2.4 This report focuses on the period 1 April 2019 to 31 March 2020.

## **3. Compliance with Service Delivery Standards**

- 3.1 To ensure that all employees are aware of the Service Delivery Standards, we regularly provide information to managers and staff on various aspects of the Standards in order to

ensure that all staff are aware of their responsibilities. All employees are required to ensure they are compliant with the Standards and to seek advice from the Welsh language coordinator if they are unsure on a particular matter. In 2019/20, the Council was the subject to a number of investigations which have led to the introduction of new processes to avoid any future non-compliance in those areas. See Section 6.2 the complaints and investigation sections.

- 3.2 The Corporate Contact Centre continue to successfully recruit Welsh speaking staff which enables us to provide a full customer service in Welsh on our published telephone numbers and reception areas. There are also a number of non-Welsh speakers in this team who are now attending Welsh language courses and this has created an environment where speaking Welsh is encouraged on a daily basis.
- 3.3 The new corporate website was launched on 29 May 2020 and a great deal of work has gone into making sure that the Welsh language is correct, clear and consistent throughout. There are still a number of pages which are being transferred from the old website and these will be translated and proof read before going live on the new website. The web team also uses a system called 'site improve' which flags potential Welsh typos for review. We have found that in most cases this system is suggesting the correct Welsh spellings. The suggested spellings must be approved by The Welsh Language Coordinator but they can also be amended so that the system learns the correct Welsh word or spelling for future use. We accept that some errors can and will slip through the net from time to time but our proofing system and the 'site improve' software should vastly reduce any errors going forward.
- 3.4 Website portals have been a problem area especially historic portals where it is sometimes not possible to make the amendments required in order to comply with the standards. The procurement team, ICT, Webmaster and the Welsh language Coordinator have worked with the departments and our contracted partners to resolve any issues ahead of the launch. Any future third party web solutions must be approved by the Cymraeg team before going live.
- 3.5 A departmental Welsh language officers' co-ordination group operates within the Council. The aim of the group is to champion the Welsh language across the Council, promoting the use of Welsh by employees, share good practice within service areas and contribute to initiatives that seek to increase the use of Welsh.

#### **4. Compliance with Policy Making Standards**

- 4.1 As noted in 1.3, the equality impact assessment toolkit will be reviewed and strengthened. The toolkit currently includes a dedicated section on the Welsh language (as well as other protected characteristics) which ensures all Welsh language issues are given proper consideration. It has been decided to further strengthen the way the Welsh language is taken into account so that all new and existing policies have due regard to any potential negative implications for the Welsh language and any potential failure to promote and facilitate its use.
- 4.2 The Council also undertakes an annual survey which asks questions about residents' views about the Welsh language when they contact the Council and also about usage both in a social setting and online. The previous 3 annual consultations gave us some good insights which allowed us to improve on those areas e.g. actively promoting that services are available in Welsh. The 2019/20 questionnaire was broadened to include questions aimed at Welsh learners and also Year 11 and 12 Welsh speaking pupils. We will undertake the same consultation for 2020/21 to compare the responses and report on the findings.

#### **5. Compliance with Operational Standard**

- 5.1 The Welsh language commissioner launched 'Dirwnod Hawliau / Rights Day' on 06 December 2019 to raise awareness of people's rights to receive services in Welsh. It is also aimed to raise awareness of the rights of employees in Wales and this will be the area of focus for the next 'Dirwnod Hawliau' in December 2020.
- 5.2 The Council has created a dedicated site on its intranet that outlines guidance regarding the Standards, what is expected of employees in operating the Standards, FAQs, the rights of Welsh speakers and opportunities for learning Welsh. It also includes the 'Welsh in the Workplace' policy which is added to as and when required.

- 5.3 The Council has updated its Welsh Language Awareness e-learning module which is a mandatory training module to be completed by all new staff as part of their induction .Welsh language Training in basic, intermediate and advanced levels is available to employees and Members. There was a noticeable decrease in uptake of Welsh language courses by staff in 2019/20 and the Welsh language coordinator is working with Coleg Cambria and Workforce development to improve on this for 2020/21. .
- 5.4 The Cysgliad software package has been provided for all Welsh speakers and Welsh learners in the Council who have requested it. This can also be installed directly by the user via the 'Software Centre' on their PC and laptops. This includes two apps 'Cysill' which checks grammar and spellings and Cysgeir which is a digital English – Welsh dictionary.
- 5.5 Resources to support Welsh learners and speakers are available on the intranet and are reviewed regularly to ensure that they remain current and useful. Posters containing common phrases in Welsh have been distributed to offices.
- 5.6 Instructions on how to set up the 'Iaith Gwaith' on e-mail signature has been provided and all auto-signatures are now bilingual. All staff job titles are bilingual as are all 'out of office' messages..
- 5.7 The Council has changed the way it assesses the Welsh language skills required for new and vacant posts with an emphasis on its front line services. This with help grow the number of Welsh speakers and learners to the workforce and therefore enable us to provide more services in Welsh.
- 5.8 Job application forms ask candidates to state whether they wish to use Welsh at interview regardless of whether the job is categorised as Welsh essential.
- 5.9 The language skills of employees can be seen in the Performance Monitoring section, Appendix 3 below.

## 6. Complaints

6.1 During 2019/20 the Council received 5 complaints from members of the public and these have been recorded, investigated and documented as below.

| Cwyn /Complaint   | Gweithred / Action   | Dyddiad / Date | Blwyddyn Ariannol /Financial Year |
|---|--|----------------|-----------------------------------|
| Complaint regarding MyAccount not accepting .cymru or .wales email addresses. | Reported to Digital / Web team who took action to ensure the system accepted this format of email address. | 06/01/2019     | 2019/20                           |
| Complaint regarding letter received in English only from 'Arbed Cymru'        | Not a council service. WCBC logo used in error.  | 10/10/2019     | 2019/20                           |
| Complaint regarding road signs in Ruabon                                      | Reported to The Senior Development Control officer who contacted the developer to remove the signage.      | 19/10/2019     | 2019/20                           |
| Complaint regarding link on old website going to wrong page                   | Reported to Digital / Web team and fixed same day  | 16/01/2020     | 2019/20                           |
| Complaint regarding a phone call to Flintshire Council re: 30 hour childcare  | Replied and contacted Flintshire CC – Flintshire CC reminded of their duties to comply with the standards. | 31/01/2020     | 2019/20                           |

6.2 In addition, the Council has been the subject of **15** investigations that have been instigated by the Commissioner in response to complaints made directly to him about alleged non-compliance on the Council's part with regard to its Welsh language Standards. These investigations have been conducted under section 71 of the Welsh Language Measure (2011) Act and are summarised below. –

| Ref    | Received   | Complaint Subject        | Complaint   | Department                       | Outcome                    | Action taken   |
|--------|------------|--------------------------|---|----------------------------------|----------------------------|--|
| CSG489 | 15/04/2019 | Website-Portal           | 30 hour Free Childcare Scheme administered by Flintshire CC on behalf of WCBC – An English email was sent by Flintshire CC in response to an enquiry submitted in Welsh.  | Education and Early Intervention | Upheld<br>23/05/2019       | WCBC officers worked with Flintshire CC to resolve the issue and WCBC Welsh Language Coordinator checked the whole process for any additional errors.                    |
| Ref    | Received   | Complaint Subject        | Complaint   | Department                       | Outcome                    | Action taken   |
| CSG537 | 29/04/2019 | Literature/Documentation | Business Rates Forms - The complaint related to inaccuracies the following 3 pieces of correspondence:<br>(1) A non-domestic demand notice<br>(2) Direct debit consent document<br>(3) 'Non-Domestic Annual Demand FAQs | Finance & ICT                    | Upheld<br>04/06/2020       | Updated the corporate Style guide with information relating to producing new documents for public consumption.   |
| Ref    | Received   | Complaint Subject        | Complaint   | Department                       | Outcome                    | Action taken   |
| CSG553 | 15/05/2019 | Signage                  | Car Park Pay Machines – Info graphics on the machine in English only 'Follow Prompts' and 'Press Key'   | Environment & Technical          | Upheld<br>03/12/2019       | New stickers created without text and replaced on all WCBC parking machines.   |
| Ref    | Received   | Complaint Subject        | Complaint   | Department                       | Outcome                    | Action taken   |
| CSG554 | 17/05/2019 | Posters/Public Notices   | LDP Deposit Plan statement PDF – Differences in the design and style of the Welsh and English version of a document.  | Planning & Regulatory            | Upheld<br>11/11/2019       | Action plan created in accordance with the enforcement notice and weekly articles released to remind staff of the relevant standards around creating compliant documents |
| Ref    | Received   | Complaint Subject        | Complaint   | Department                       | Outcome                    | Action taken   |
| CSG561 | 30/05/2019 | Telephony                | Non-compliant call to the Contact Centre finance helpline.  | Governance & Customer            | Discontinued<br>11/07/2019 | The commissioner discontinued this investigation as there was another investigation underway relating to the same standards.   |

| Ref    | Received   | Complaint Subject | Complaint  | Department              | Outcome                    | Action taken  |
|--------|------------|-------------------|--|-------------------------|----------------------------|---|
| CSG564 | 04/06/2019 | Telephony         | Non Welsh compliant call to the contact centre 292000.   | Governance & Customer   | Upheld<br>12/11/2019       | Updated Welsh Speakers list to include Job descriptions. Created a new e-learning module for all staff to complete giving clear guidance of the requirements of the standards for handling Welsh calls. |
| Ref    | Received   | Complaint Subject | Complaint  | Department              | Outcome                    | Action taken  |
| CSG565 | 04/06/2019 | Website - Portal  | LDP –proposal on draft LPD   | Planning & Regulatory   | Discontinued<br>08/10/2019 | The commissioner discontinued the investigation because the decisions in question had not yet been made as the Local Development Plan was still in draft form.  |
| Ref    | Received   | Complaint Subject | Complaint  | Department              | Outcome                    | Action taken  |
| CSG581 | 21/06/2019 | Signage           | Tŷ Pawb Parking Machine - English only text on the car parking pay machine. Reception Service not received in Welsh when arriving for a meeting. | Housing & Economy       | Upheld<br>20/12/2019       | Signage replaced with a bilingual sign. Budget approved for two full time Welsh speaking receptionists at Tŷ Pawb.  |
| Ref    | Received   | Complaint Subject | Complaint  | Department              | Outcome                    | Action taken  |
| CSG582 | 24/06/2019 | Signage           | Street Signs Interactive 30mph SLOW /ARAF - interactive sign displayed the English text above the Welsh.   | Environment & Technical | Upheld<br>20/01/2020       | Guidance document updated to include the relocation of non-compliant signs. All non-compliant interactive signs procured prior to 30/03/2016 removed or   |

|        |            |                   |  |                                  |                      | replaced with compliant signage.  |
|--------|------------|-------------------|--|----------------------------------|----------------------|---|
| Ref    | Received   | Complaint Subject | Complaint  | Department                       | Outcome              | Action taken  |
| CSG619 | 20/08/2019 | Website - Portal  | Feedback form on Freedom website gives English acknowledgment      | Education and Early Intervention | Upheld<br>27/04/2020 | The system has now been tested and all automated responses / acknowledgments are compliant.<br><br>WCBC Cymraeg team will include Freedom leisure websites to the annual review of Websites and Portals   |
| Ref    | Received   | Complaint Subject | Complaint  | Department                       | Outcome              | Action taken  |
| CSG623 | 28/08/2019 | Telephony         | Freedom Leisure main telephone service was not available in Welsh. | Education and Early Intervention | Upheld<br>19/06/2020 | A review was undertaken by the WCBC contract officer which found that staff are answering with a bilingual greeting.<br><br>Discussions are underway to look at sharing resources with the Contact Centre to provide a fully bilingual customer service for Welsh speakers. Once this is agreed, the WCBC e-learning module for handling Welsh calls will be shared with Freedom Leisure staff. |
| Ref    | Received   | Complaint Subject | Complaint  | Department                       | Outcome              | Action taken  |

| CSG624 | 28/08/2019 | Telephony         | WCBC Call back message, English first. This was a call to 292022 which is a 'masking number' which appears on the recipient's phone for any outbound calls to members of the public from WCBC officer telephones. If a person called the number back, the automated message is heard is in English first followed by Welsh. | Governance & Customer | Upheld<br>04/02/2020 | The message was changed to Welsh first.<br><br>A full review was undertaken in accordance with the enforcement action. Any non-compliant messages were amended or re-recorded including those at resource centres and country parks.<br><br>Staff reminded of the requirements via the staff bulletin.  |
|--------|------------|-------------------|---|-----------------------|----------------------|---|
| Ref    | Received   | Complaint Subject | Complaint   | Department            | Outcome              | Action taken  |
| CSG636 | 06/09/2019 | Education Course  | Swimming Lessons - Waterworld Wreccsam – Swimming lessons not available in Welsh.   | Finance & ICT         | Upheld<br>19/06/2020 | Welsh Language Coordinator and Contract Officer have worked with Freedom leisure to resolve the issues. Freedom Leisure to re-run a recruitment campaign for Welsh speaking Swim Instructors with assistance from WCBC Comms team. Enquiry forms on FL website to be amended to include a language preference option. Once a Welsh speaking instructor is recruited, FL and WCBC to promote the |

|        |            |                      |  |                         |                      | availability of Welsh swimming lessons widely.  |
|--------|------------|----------------------|--|-------------------------|----------------------|---|
| Ref    | Received   | Complaint Subject    | Complaint  | Department              | Outcome              | Action taken  |
| CSG679 | 12/12/2019 | Literature/Documents | FOI Letter – An English letterhead template was used in error to respond to and FOI request submitted in Welsh.        | Governance & Customer   | Upheld<br>30/07/2020 | FOI team reminded of their obligations and to ensure that the correct template is used in future. |
| Ref    | Received   | Complaint Subject    | Complaint  | Department              | Outcome              | Action taken  |
| CSG719 | 17/03/2020 | Literature/Documents | Letter regarding green bin service - Complaint that a letter was sent in English only regarding the green bin service. | Environment & Technical | Pending              |   |

**Investigation which were ongoing at the time the 2018/19 report was produced:**

| Ref    | Received | Complaint Subject | Complaint  | Department              | Outcome   | Action taken   |
|--------|----------|-------------------|--|-------------------------|---|--|
| CSG396 | 15/08/18 | Telephony         | Complaint regarding the contact centre Council tax phone line.   | Governance and Customer | <b>Pending</b>                                  |  |
| Ref    | Received | Complaint Subject | Complaint  | Department              | Outcome   | Action taken   |
| CSG401 | 14/08/18 | Signage           | Complaint regarding an error on a sign for 'Tŷ Mawr' country park and an English only notice on the pay and display machine received on 10/18. | Environment & Technical | Terminated by the Commissioner.<br><br>01/05/19 | WL Commissioner satisfied with WCBC actions.<br><br>Sign was removed and staff reminded of the proofing procedure for signage. |
| Ref    | Received | Complaint Subject | Complaint  | Department              | Outcome   | Action taken   |
| CSG406 | 15/08/18 | Signage           | Complaint regarding a non-compliant street name plate in Gresford  | Environment & Technical | Terminated by the Commissioner.<br>05/04/19     | On the basis that the Commissioner recently conducted an investigation into the  |

|          |          |                   |  |                                  |  | Council's compliance signs in CSG237.  |
|----------|----------|-------------------|--|----------------------------------|--|--|
| Ref      | Received | Complaint Subject | Complaint  | Department                       | Outcome  | Action taken   |
| 10/10/18 | CSG402   | Website / Portal  | Inaccurate Welsh on the WCBC consultation platform 'Your Voice'.   | Finance and ICT                  | Upheld Enforcement actions imposed on the Council. 05/06/19  | New WCBC Website. See 3.3 above for details.   |
| Ref      | Received | Complaint Subject | Complaint  | Department                       | Outcome  | Action taken   |
| CSG430   | 12/10/18 | Website / Portal. | Complaint regarding the Schools Admissions portal – Incorrect Welsh on portal, English only titles. English message received having created an account in Welsh. | Education and Early Intervention | Discontinued<br><br>Even though it was discontinued the Council has to provide evidence to the Commissioner that action had been taken. 13/05/19 | Welsh language Coordinator worked with School Admissions department to correct any errors.<br><br>All text on the portal proof read and amended accordingly. Checked all transactions for compliance with the standards. |
| Ref      | Received | Complaint Subject | Complaint  | Department                       | Outcome  | Action taken   |
| CSG407   | 17/10/18 | Website / Portal  | Complaint regarding the LDP planning consultation website.   | Planning and Regulatory          | Enforcement actions imposed on the Council 20/05/19  | A review of all auto reply emails was undertaken by the Welsh Language Coordinator. Any non-compliant messages were corrected and all staff reminded of the  |

| Ref    | Received | Complaint Subject | Complaint  | Department                       | Outcome  | Action taken   |
|--------|----------|-------------------|--|----------------------------------|--|--|
|        |          |                   |  |                                  |  | standards via the staff bulletin.  |
| CSG446 | 02/11/18 | Website / Portal  | Complaint about the Council's website regarding the Government's 30 hours child care scheme treating the Welsh language less favourably than the English | Education and Early Intervention | Discontinued 23/05/19<br><br>Even though it was discontinued the Council has to provide evidence to the Commissioner that action had been taken. | This complaint was added to a subsequent complaint regarding the same service ref: CSG489.                 |
| Ref    | Received | Complaint Subject | Complaint  | Department                       | Outcome  | Action taken   |
| CSG469 | 05/11/18 | Website / Portal  | Complaint regarding inaccurate Welsh on an event posted on the WCBC What's on guide.   | Governance and Customer          | Discontinued<br><br>Even though it was discontinued the Council has to provide evidence to the Commissioner that action had been taken. 17/05/19 | New WCBC Website launched. See 3.3 for details.<br><br>Proofing process introduced for new Event listings. |
| Ref    | Received | Complaint Subject | Complaint  | Department                       | Outcome  | Action taken   |
| CSG456 | 21/11/18 | Website / Portal  | Complaint regarding a typo on WCBC constitution document.  | Governance and Customer          | Discontinued<br><br>Even though it was   | Corrected the typo and reminded staff of the procedure for uploading documents.                            |

|        |          |                   |  |                                  | discontinued the Council has to provide evidence to the Commissioner that action had been taken.  | Commissioner satisfied with actions.   |
|--------|----------|-------------------|--|----------------------------------|---|--|
| Ref    | Received | Complaint Subject | Complaint  | Department                       | Outcome   | Action taken   |
| CSG463 | 26/11/18 | Social Media      | Complaint regarding a typo on a post on the 'Active Wrexham' twitter account.  | Education and Early Intervention | Investigation discontinued<br><br>Even though it was discontinued the Council has to provide evidence to the Commissioner that action had been taken.<br><br>14/05/19 | Welsh language coordinator provided guidance on downloading and using the Welsh spelling and grammar software package 'Cysgliad' |
| Ref    | Received | Complaint Subject | Complaint  | Department                       | Outcome   | Action taken   |
| CSG458 | 26/11/18 | Website / Portal  | Complaint regarding the link from the WCBC 'Welsh' website taking users to the English version of the schools admissions application portal. | Education and Early Intervention | Investigation Discontinued<br>22/05/2019  | Complainant withdrew the investigation and the commissioner satisfied with WCBC actions to resolve the issue.                    |
| Ref    | Received | Complaint Subject | Complaint  | Department                       | Outcome   | Action taken   |
| CSG466 | 30/11/18 | Website / Portal  | Complaint regarding WCBC guest wi-f.i – Login procedure in English only  | Finance & ICT                    | Investigation discontinued  | Welsh language coordinator worked with ICT to resolve the issue.   |

|            |                 |                          |   |                                  |   |  |
|------------|-----------------|--------------------------|---|----------------------------------|---|--|
|            |                 |                          |   |                                  | Even though it was discontinued the Council has to provide evidence to the Commissioner that action had been taken.<br>13/05/2019                 | Wifi login form is now fully bilingual.  |
| <b>Ref</b> | <b>Received</b> | <b>Complaint Subject</b> | <b>Complaint</b>  | <b>Department</b>                | <b>Outcome</b>  | <b>Action taken</b>  |
| CSG478     | 21/12/18        | Telephony                | Complaint regarding the handling of a phone call to the Contact Centre.               | Governance and Customer          | Upheld<br>07/5/2019.  | The Council has implemented the actions as outlined in the Final report.   |
| <b>Ref</b> | <b>Received</b> | <b>Complaint Subject</b> | <b>Complaint</b>  | <b>Department</b>                | <b>Outcome</b>  | <b>Action taken</b>  |
| CSG497     | 04/02/19        | Website / Portal         | Errors on the School admissions online application form.                              | Education and Early Intervention | Withdrawn<br><br>Even though it was withdrawn the Council has to provide evidence to the Commissioner that action had been taken.<br><br>24/05/19 | Welsh Language Coordinator met with the department to resolve the issues and to identify any further non-compliance. |
| <b>Ref</b> | <b>Received</b> | <b>Complaint Subject</b> | <b>Complaint</b>  | <b>Department</b>                | <b>Outcome</b>  | <b>Action taken</b>  |
| 04/02/19   | CSG503          | Social Media             | Complaint regarding posts on WCBC Facebook account for 'Wrexham Tourist Information'. | Housing & Economy                | No investigation<br><br>Even though there was no  | Updated the guidance on posting messages via social media in our corporate identity toolkit.                         |

|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
|  |  |  |  |  | investigation<br>the Council<br>has to provide<br>evidence to<br>the<br>Commissioner<br>that action had<br>been taken.<br>17/05/19 | Article sent out in the<br>staff bulletin. |
|--|--|--|--|--|--|--|

### 6.3 Enforcement Actions

Following investigations undertaken by the Welsh language commissioner the council received a number of enforcement notices where complaints are upheld. These enforcement actions require the council to revise or introduce new processes and procedures to avoid repeated failure to comply. As a result of this we have introduced a number of positive measures e.g. guidance document for contracted partners, online training module for call centre staff, new process for assessing vacant posts to name a few.

## 7. Performance Monitoring

| PERFORMANCE INDICATOR   | ACTUAL PERFORMANCE  |
|---|---|
| The number and % of staff who have received training in the Welsh language to a specific level of compliance  | <p><b>During 2019/20</b> 14 members of staff studying Welsh via Coleg Cambria which equates to 0.3% of the non-teaching workforce*</p> <p>*Work is already underway to increase the numbers of staff attending Welsh courses in September.</p>  |
| The number and % of staff receiving Welsh language awareness training in  | <p><b>During 2019/20</b><br/> <b>423</b> members of staff completed the module which equated to 10.2% of the workforce.</p> <p>Total number of staff to complete the module to date is 1458 which is 35.37% of the workforce.</p>   |
| <p>The number and % of staff in the organisation's service who can speak Welsh</p> <p>(i) By department<br/>           (ii) According to grade or post<br/>           (iii) Per workplace</p> | See Appendix 3 (below) for more detail.   |
| The number of new and vacant posts advertised during the year which were categorised as posts where :   | <p>Welsh language skills were essential - <b>5</b><br/>           Welsh language skills needed to be learnt when appointed to the post - <b>0</b><br/>           Welsh language skills were desirable - <b>208</b><br/>           Welsh language skills were not necessary - <b>190</b></p> |

## 8. Successes and Future Actions

- 8.1 The Council formally adopted its 5-year Welsh Language Promotion Strategy in March 2017. This was in direct response to Standard 145, which required the Council to produce and publish a 5-year strategy which sets out how it proposes to promote the Welsh language and to facilitate the use of Welsh more widely in the County Borough. It also seeks to see an increase in the number of Welsh speakers.
- 8.2 The Strategy will be revised this year to set out new targets and areas for improvement for 2021-26 and to support the Welsh Government's themes and vision in its Welsh Language Strategy Cymraeg 2050: A million Welsh speakers.

8.3 The Council has introduced three cultural events into its calendar and for the sixth year in a row the Council commissioned Menter Iaith Fflint a Wrecsam to organise and deliver its St. David's Day Parade. In May 2017, the Council introduced a new initiative called the 'Hwb Cymraeg'. The Hwb is a three-day Welsh cultural and language event in the town centre that runs alongside the already hugely successful FOCUS Wales music and arts festival. Again, the Council worked with its partners in the Welsh language sector to execute the event. It was widely publicised and was featured on S4C, BBC Radio Cymru and was well attended with very positive feedback.

#### 8.4 **Dydd Gŵyl Dewi 2020**

Another very successful St. David's Day event again this year with the parade ending in Tŷ Pawb and over 3,600 attending, which is excellent as it was held over a weekend again this year. This demonstrates that there is a good interest in Welsh language and Culture in our community and we will continue to build on this. We once again look forward to commissioning Menter Iaith Fflint a Wrecsam to deliver the event on our behalf for 2021.

#### 8.5 **WCBC Eisteddfod**

On 28/02 the first ever WCBC Eisteddfod was held at the memorial hall Bodhyfryd to celebrate St David's Day with staff. Ian Bancroft, Cllr Mark Pritchard, The Mayor Rob Walsh and Ian Roberts were in attendance to judge the competitions which included: Limerick Photography Cake Decorating Bara Brith Bake off.

Our partners Menter Iaith Fflint a Wrecsam then held a bilingual quiz.

The event was a huge success and demonstrates that there is a real interest in Welsh language and culture within our workforce.

#### 8.6 **Dydd Miwsig Cymru 2020 - Tŷ Pawb 9 February 2020**

Hundreds of people of all ages flocked to Tŷ Pawb for a huge celebration of Welsh music. As well as some brilliant live performances from some of the best Welsh acts the day also included live choirs, theatre, a film screening, arts and crafts for children and live rugby on the big screen. This was arranged in partnership with Tŷ Pawb, Welsh government and Focus Wales and has grown to be a highly popular event on the social calendar. It is important that we support events like this which showcase Welsh language music and culture and normalise use of Welsh language in social settings.

**tŷ pawb** **FOCUS WALES 2020**  
cyflwynir FOCUS Wales / Tŷ Pawb present  
**DYDD MIWSIG CYMRU**  
**WELSH LANGUAGE MUSIC DAY**  
ADWAITH / EITHA DA / CHROMA /  
WORLD CUB / MELIN MELYN / MEILIR  
8.2.2020  
Tŷ Pawb, Wrecsam, LL13 8BB  
Band cyntaf / First band: 5pm  
MYNEDIAD AM DDIM / FREE ENTRY  
Eventbrite  
@typawb  
www.typawb.wales

#### 8.7 **Diwrnod Hawliau'r Gymraeg / Welsh Language rights day – 06 December 2019**

This is a new initiative launched by the commissioner's 'Hybu' (Promotion) team to raise awareness of Welsh language services and residents rights to access them. On this day, all local authorities in Wales are encouraged to promote the availability of Welsh language services and we chose to promote our Welsh language Registrars service.

Please follow the link to Wrexham Council news article:

<https://news.wrexham.gov.uk/use-your-welsh-language-rights-with-us/>

<https://newyddion.wreccsam.gov.uk/defnyddiwch-eich-hawliau-cymraeg-gyda-ni/>

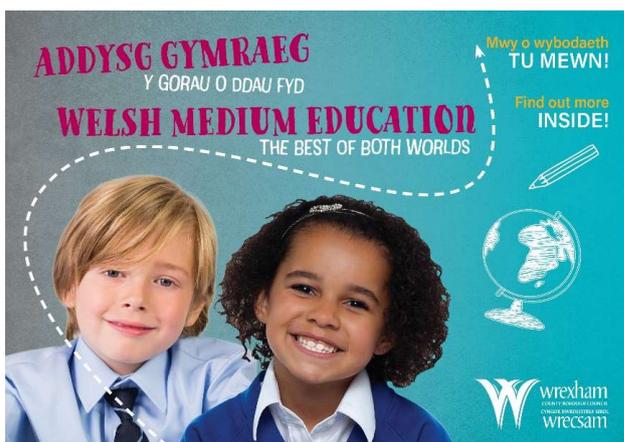
## 8.8 Modern Ways Of Working

The Welsh Language Co-ordinator and Complaints & Welsh Language Compliance Lead had a stall in the workshop as part of the promotion of Welsh language service within the Council. The focus was to ensure that Welsh language is given due consideration at the start of every new project, meaning not only are we meeting our statutory duties but also that Welsh is embedded in the work we do across all our services.

Posters and other literature were provided and the feedback was very positive. This was a great opportunity to informally discuss Welsh language issues with key managers across a range of departments.

## 8.9 New booklet highlighting the advantages of Welsh medium education.

We have created a new document aimed at parents in WCBC highlighting the advantages of a bilingual education. A series of video interviews with local parents and children will be used to promote the booklet to coincide with the school admission calendar.



## APPENDIX 3

### Employee Welsh Language Skills Monitoring

## Introduction

We have three categories for which data is gathered as part of our Welsh Language skills equality monitoring:

- 1) Listening/Speaking
- 2) Reading/Understanding
- 3) Writing

In each of these categories employees are requested to assess/record their own level of Welsh language proficiency based on the following criteria:

Level 0 - Not at all/Entry

Level 1 - A little/Foundation

Level 2 - Intermediate/Some

Level 3 - Advanced/Moderate

Level 4 - Full Proficient

Level 5 - Full Proficient (Technical)

This information is provided by employees at recruitment stage, when an employee updates their personal record or (for some departments) during the employees personal development review.

This data is based on employees of the council (excluding school based education employees) as at **31/03/2020**

| 2019/20  | <b>Employees with Welsh Language Skills by Grade</b>   |   | <b>EMPLOYEES WITH WELSH LANGUAGE SKILLS IN 1 OR MORE CATEGORIES</b> |              |           |             |
|--|--|---|---|--------------|-----------|-------------|
|  | Please note these figures exclude school based education employees and Heads of Department are included in the Chief Officers grade. |   |   |              |           |             |
|  | Grade  | No. of Emps.  | Level 1 +   | %            | Level 3 + | %           |
|  | G02 - G06  | 1,540   | 149   | 9.7%         | 22        | 1.4%        |
|  | G07 - G10  | 892   | 186   | 20.9%        | 36        | 4.0%        |
|  | G11 - G15  | 153   | 36  | 23.5%        | 15        | 9.8%        |
|  | Soulbury, Youth and Centrally employed Teachers  | 126   | 25  | 19.8%        | 3         | 2.4%        |
|  | Craft Workers  | 118   | 2   | 1.7%         | 0         | 0.0%        |
|  | Chief Officers / Executive   | 8   | 4   | 50.0%        | 1         | 12.5%       |
|  | <b>Grand Total</b>   | <b>2,837</b>  | <b>402</b>  | <b>14.2%</b> | <b>77</b> | <b>2.7%</b> |
| Excludes Schools.  |  |   |   |              |           |             |
| <b>Employees with Welsh Language Skills by Department.</b> |  | <b>EMPLOYEES WITH WELSH LANGUAGE SKILLS IN 1 OR MORE CATEGORIES</b> |   |              |           |             |

| Department                               | No. of Emps. | Level 1<br>+ | %            | Level 3<br>+ | %           |
|--|--------------|--------------|--------------|--------------|-------------|
| Chief Executive Services                 | 79           | 19           | 24.1%        | 3            | 3.8%        |
| Education and Early Intervention Service | 333          | 66           | 19.8%        | 14           | 4.2%        |
| Environment and Technical Services       | 398          | 20           | 5.0%         | 2            | 0.5%        |
| Finance & ICT                            | 178          | 46           | 25.8%        | 7            | 3.9%        |
| Governance and Customer Services         | 93           | 34           | 36.6%        | 10           | 10.8%       |
| Housing and Economy Service              | 995          | 130          | 13.1%        | 27           | 2.7%        |
| Planning and Regulatory Services         | 69           | 11           | 15.9%        | 0            | 0.0%        |
| Social Care Services                     | 692          | 76           | 11.0%        | 14           | 2.0%        |
| <b>Grand Total</b>                       | <b>2,837</b> | <b>402</b>   | <b>14.2%</b> | <b>77</b>    | <b>2.7%</b> |