APPENDIX 1

Welsh Language Annual Monitoring Report 2018-19

1.   Executive Summary

1.1   The Welsh Language Standards came into force on 30 March 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 are making good progress in implementing the Standards but acknowledge that there are areas where we need to monitor closely in order to ensure compliance. 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 2019/20 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 Digital, Brand and Communications Lead maintains the strategic overview with the Welsh Language Co-ordinator having day to day responsibility for compliance with the Standards, 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

We also report annually to the Council's Executive Board on our performance in relation to the Standards.

2.4   This report focuses on the period 1 April 2018 to 31 March 2019.

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 asked to ensure they are compliant with the Standards and have been made aware of the consequences of non-compliance. In 2018/19 the Council was the subject of an in-depth investigation into a lack of compliance with its signage and further information can be seen in Section 6.3 the complaints and investigation sections.

3.2   'Iaith Gwaith' posters are on display in all reception areas which are manned by bilingual staff. Welsh speaking employees and learners wear the 'Iaith Gwaith' lanyards/badges. Posters detailing employees' responsibilities have also been created and are located at photocopier stations across all of the Council's offices.

3.3   The Council's working practice in relation to the website, my account portal, e-store, social media accounts and self-service machines is to endeavour to ensure that everything is bilingual and that the Welsh language is treated no less favourably. There have been a number of investigations into a lack of compliance with the Council's website and portals and work is being undertaken to test the portals to ensure, where software technology allows, that they are compliant. A brand new website is currently being tested internally and will be launched to the public as a beta/test site in August 2019. Much work was done to make sure the site, and any portals, are equal and compliant throughout. The Council's social media policy includes a requirement to comply with the Welsh language Standards.

3.4   Members of the public who apply for education courses run by the Council are asked their preferred language [Welsh or English] to assess the need for them to be provided through the medium of Welsh.

3.5   The Welsh Language Complaints Procedure was updated and strengthened during the year so that those wishing to complain to the Council about any aspects of the Welsh language could do so more easily. More information about complaints can be seen in section 6.

3.6   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

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and existing policies have due regard to any potential negative implications for the Welsh language and a possible failure to promote and facilitate its use.

4.2   The Council operates the consultation website 'Your Voice Wrexham'. This is a bilingual site that has been developed by the Wrexham Public Service Board, and is designed to bring together opportunities for consultation and engagement into one place. The website has been used to gather information on issues about the Welsh language. The Council has also used focus groups with Welsh speakers in the area to gather their views on local issues from a Welsh language perspective. 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. For the past 3 years the Council has asked the same questions in order to track and monitor whether the Standards are making a difference to users' behaviour and usage. However, it was decided that for next year we ask different questions and those taking part in the survey in 2018/9 were asked whether they would be interested in taking part in a focus group or forum to help the Council come up with questions based on their particular experiences for the survey in 2019/20.

5.   Compliance with Operational Standard

5.1   Employees and managers have been informed of the Operational Standards and the rights of employees.

5.2   The Council's Language Skills Strategy was updated and strengthened in light of the introduction of the Standards and now includes the rights of employees to use Welsh in the workplace.

5.3   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.

5.4   The Council has updated its Welsh Language Awareness e-learning module which was included as a mandatory training module to be completed by all staff for their annual PRD for 2018-19.Training in basic, intermediate and advanced levels is available to employees and Members. An annual Welsh Language workshop is also provided for Members to ensure they are kept up-to-date with progress against implementation and new initiatives. Welsh Language Awareness training will be provided to both the Senior Leadership Team and Members during 2019/20.

5.5   Cysgair [Welsh language spell and grammar checker] has been provided for all Welsh speakers and Welsh learners in the Council who have requested it.

5.6   Resources to support Welsh learners and speakers are available on the intranet and are reviewed regularly to ensure that they remain current and useful.

5.7   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 titles are bilingual as are all out of office messages.

5.8   The Council has had a robust method of determining whether posts should be advertised as Welsh essential in place for several years. The posts advertised as Welsh essential are generally in public facing areas such as the Contact Centre. All other posts are Welsh desirable in 2018/19. The Council externally advertised 267 posts (exc schools), 264 of which were Welsh desirable and 3 Welsh essential which is 1.1% of all posts. The vacancy management form is currently being revised to strengthen the process of assessing the Welsh language requirements for new and vacant posts.

5.9   Job application forms ask candidates to state whether they wish to use Welsh at interview regardless of whether the job is Welsh essential.

5.10   The language skills of employees can be seen in the Performance Monitoring section, Appendix 3 below.

6.   Complaints

6.1   During 2018-19 the Council received complaints from members of the public and these have been recorded, investigated and documented as below.

Welsh Language Complaints 2018/19	
Complaint	**Action / Resolution**
Newly erected street name sign was inaccurate in Welsh.	New, correct sign commissioned and erected.
Line missing in Welsh in a letter seeking expressions of interest as a Governor in the new Welsh medium primary school.	Correction made and letter re-issued and also sent to Welsh language stakeholders and partners.
Error on the unsubscribe section of Gov Delivery when using it in Welsh although when we tested it the error also occurred in the English.	Correction made.
Sign at country park contained a number of inaccuracies.	Sign replaced and corrections made. It was noted that other country parks had the same sign displayed and corrections were made to them all.
Complaint regarding LDP consultation portal.	This complaint was then investigated by the Commissioner and proposed decision notice received.
Errors on the council's What's on guide.	Corrections made.
Compliant regarding calling the Streetscene department.	Responded and advised that the process will be revised.
Complaint regarding the wording in the LDP regarding bilingual names for new developments.	Contacted planning policy department and amended the wording.

6.2   In addition, the Council has been the subject of investigations that have been instigated by the Commissioner in response to complaints made directly to her 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. It should be noted that this report details the progress and status of investigations between 1.4.17 and 31.3.18 and some were opened in the previous year and still ongoing in 2018/19. Any further work on progressing on-going investigations will form part of the 2019-20 Annual Monitoring Report.

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Date investigation opened	Reference Number	Complaint Details	Date of closure/Final Terms of Reference Received	Outcome	Action taken to resolve complaint	Status or Comments
Investigations on-going from reporting period 2017/18						
17/08/17	CSG261 CSG262 CSG268 CSG269	Complaint alleging that on four occasions during August 2017, the Council's website had been inconsistent in terms of the use of the Welsh language compared with the English.	09/10/18	Upheld	The Council has implemented the actions and every effort is made to ensure ongoing compliance.	
07/09/17	CSG253	Complaint that the Council used the English version of a customer's address on an email.	23/09/18	Upheld	The Council has implemented the actions as outlined in the final report.	
03/10/17	CSG237	Suspected failure to comply with the Welsh language Standards when erecting signs after the imposition date – this investigation included a number of signs, both permanent and temporary which has been reported to the Commissioner as non-compliant.	13/07/18	Upheld	The Council had to comply with 9 Enforcement actions. See section 6.3 for further details.	

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Date investigation opened	Reference Number	Complaint Details	Date of closure/Final Terms of Reference Received	Outcome	Action taken to resolve complaint	Status or Comments
23/10/17	CSG251	Complaint about not being able to register the birth of a child in Welsh when presenting for the appointment.	13/09/2018	Upheld	Those registering a birth should beasked their language choice. Information is also on the website. The software supplier is still developing the final script.	
26/10/17	CSG281	Complaint regarding the positioning of the Welsh language on a temporary sign.				Pending
10/01/18	CSG280	Complaint that a cheque and correspondence had been received in in English only.	12/09/18	Upheld	The Council has implemented the actions as outlined in the Final report. Action plan sent to the Commissioner on 02/11/18.	All cheques are now fully bilingual
01/02/18	CSG306	Complainant that some consultations on the English language pages of the Council's website were not available on the Welsh language pages.	18/06/18	Upheld	The Council acted upon the Commissioner's determination and updated its processes.	

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Date investigation opened	Reference Number	Complaint Details	Date of closure/Final Terms of Reference Received	Outcome	Action taken to resolve complaint	Status or Comments
03/02/18	CSG288	Inaccuracies and lack of Welsh on a sign in Rhosddu.		Discontinued	The Commissioner informed the Council that she would not be undertaking an investigation into this as she had already commissioned an investigation into the Council's overall processes and procedures for ensuring the accuracy and compliance of its signage suite in CSG237.	
23/02/18	CSG317	Complaint regarding temporary road sign		No further action	No further action as the Council was working towards the enforcement actions in CSG237.	

Date investigation opened	Reference Number	Complaint Details	Date of closure/Final Terms of Reference Received	Outcome	Action taken to resolve complaint	Status or Comments
New investigations opened with the reporting period 2018/19						
19/04/18	CSG329 CSG330 CSG331 CSG332 CSG333 CSG336 CSG337 CSG338	Errors on the Council Tax demand notice. All dealt with as part of the same complaint.	11/03/19	Upheld	Enforcement action received and acted upon within timescale	All Council Tax demand notices are now fully bilingual.
25/04/18	CSG301	English only sign in the People's Market car park.	19/09/18	No further action	No further action as the Council was working towards the enforcement actions in CSG237.	
25/04/18	CSG302	English only road signs on the A539.	16/07/18	Discontinued		Council not responsible for the complaint
30/04/18	CSG320	Planning application portal website.	20/09/18	Upheld	Action plan submitted to the Commissioner as requested on 03/12/18. A new planning application search facility to be procured and implemented to coincide with the launch of the new	

Date investigation opened	Reference Number	Complaint Details	Date of closure/Final Terms of Reference Received	Outcome	Action taken to resolve complaint	Status or Comments
						website in 2019.
21/05/18	CSG364	Complaint regarding the Tŷ Pawb website		Upheld		Pending
04/07/18	CSG362	Complaint regarding English only street names on the Map displayed on a PSPO sign at Rhosddu Park.	12/11/18	Upheld	Sign removed on 15/11/18.	
14/08/18	CSG401	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.	01/05/19	Discontinued	Terminated by the Commissioner.	Details of outcome will be included in the 2019/20 report.
15/08/18	CSG406	Complaint regarding a non-compliant street name plate in Gresford.	05/04/19	No further action	On the basis that the Commissioner recently conducted an investigation into the Council's compliance signs in CSG237.	Details of outcome will be included in the 2019/20 report.
15/08/18	CSG396	Complaint regarding the contact centre Council tax phone line.				Pending

Date investigation opened	Reference Number	Complaint Details	Date of closure/Final Terms of Reference Received	Outcome	Action taken to resolve complaint	Status or Comments
28/08/18	CSG408	A Councillor's attendance record not fully available in Welsh on modern.gov.	11/10/18	Upheld	No investigation was undertaken as the Commissioner noted that she had already opened a complaint into the same issue – CSG269 which was still open.	
10/09/18	CSG376	Underneath the Arches Facebook page.	22/03/19	Terminated		
20/09/18	CSG373	Complaint regarding a notice for the LDP consultation.	22/03/18	Upheld	Enforcement actions received and acted upon within timescale.	
10/10/18	CSG402	Complaint regarding the 'Your Voice' consultation website.	05/06/19	Upheld	Enforcement actions imposed on the Council.	On-going as of close of reporting period. Details of outcome will be included in the 2019/20 report
12/10/18	CSG430	Complaint regarding the Schools Admissions portal.	13/05/19	Discontinued	Even though it was discontinued the Council has to provide evidence to the Commissioner that action had been taken.	Details of outcome will be included in the 2019/20 report

Date investigation opened	Reference Number	Complaint Details	Date of closure/Final Terms of Reference Received	Outcome	Action taken to resolve complaint	Status or Comments
17/10/18	CSG407	Complaint regarding the LDP planning consultation website.	20/05/19	Upheld	Enforcement actions imposed on the Council	On-going as of close of reporting period. Details of outcome will be included in the 2019/20 report
02/11/18	CSG446	Complaint about the Council's website regarding the Government's 30 hours child care scheme treating the Welsh language less favourably than the English	23/05/19	Discontinued	Even though it was discontinued the Council has to provide evidence to the Commissioner that action had been taken.	Details of outcome will be included in the 2019/20 report
05/11/18	CSG469	Complaint regarding an event posted on the WCBC What's on guide.	17/05/19	Discontinued	Even though it was discontinued the Council has to provide evidence to the Commissioner that action had been taken.	. Details of outcome will be included in the 2019/20 report
07/11/18	CSG448	Complaint regarding the Twitter accounts for WCBC and Tŷ Pawb	10/05/19	No investigation	Commissioner decided not to investigate.	
13/11/18	CSG452	Complaint regarding the 'Your Voice' consultation website.	20/12/18	No investigation	No failure found	
15/11/18	CSG453	Complaint regarding a PDF poster for 30 days childcare provision on WCBC website.	29/04/19	No investigation		

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Date investigation opened	Reference Number	Complaint Details	Date of closure/Final Terms of Reference Received	Outcome	Action taken to resolve complaint	Status or Comments
21/11/18	CSG456	Complaint regarding WCBC constitution.	13/05/19	Discontinued	Even though it was discontinued the Council has to provide evidence to the Commissioner that action had been taken.	On-going as of close of reporting period. Details of outcome will be included in the 2019/20 report
26/11/18	CSG463	Complaint regarding the 'Active Wrexham' twitter account.	14/05/19	Investigation discontinued	Even though it was discontinued the Council has to provide evidence to the Commissioner that action had been taken.	On-going as of close of reporting period. Details of outcome will be included in the 2019/20 report
26/11/18	CSG458	Complaint regarding the link from the WCBC 'Welsh' website taking users to the English version of the schools admissions application portal.			Further evidence sent on 07/06/19.	Pending
30/11/18	CSG466	Complaint regarding WCBC guest wi-f.i		Investigation discontinued	Even though it was discontinued the Council has to provide evidence to the Commissioner that action had been taken.	Details of outcome will be included in the 2019/20 report

Date investigation opened	Reference Number	Complaint Details	Date of closure/Final Terms of Reference Received	Outcome	Action taken to resolve complaint	Status or Comments
21/12/18	CSG478	Complaint regarding a phone call to the Contact Centre.		Pending	Evidence sent to the Commissioner on 07/5/2019.	Pending
04/01/18	CSG480	Complaint regarding the name of a development in Plas Madog.	27/03/19	No investigation	No failure found.	
04/02/19	CSG497	Complaint regarding school admissions online form.	24/05/19	Withdrawn	Even though it was withdrawn the Council has to provide evidence to the Commissioner that action had been taken.	Details of outcome will be included in the 2019/20 report
04/02/19	CSG498	Complaint regarding WCBC planning portal.	27/03/19	No investigation	This was because the Commissioner had investigated a similar complaint and the council was acting upon those enforcement actions.	

Date investigation opened	Reference Number	Complaint Details	Date of closure/Final Terms of Reference Received	Outcome	Action taken to resolve complaint	Status or Comments
04/02/19	CSG503	Complaint regarding WCBC Facebook account 'Wrexham Tourist Information'.	17/05/19	No investigation	Even though there was no investigation the Council has to provide evidence to the Commissioner that action had been taken.	Details of outcome will be included in the 2019/20 report
25/03/19	CSG522	Complaint regarding temporary road signs.	16/04/19	No investigation		Council not responsible for the complaint

6.3 Signage

As noted in our response to investigation CSG237 the Council was the subject of an in-depth investigation about its lack of compliance regarding signage. The investigation resulted in the Council having to comply with 9 enforcement actions which was served to the Council on 20 June 2018. It has to complete one enforcement action within 20 days, one within 28 days, one within 3 months and the reminder within 6 months. The Council responded to say that it would act upon the enforcement actions with the timescales which included taking a report to a scrutiny committee in order for Members to be made fully aware of the Council's failings in this area and for them to be satisfied that steps were being taken to mitigate any future errors. This was done on 28 November 2018 when it went to the Customers, Performance, Resources and Governance meeting. Ensuring compliance with our signage remains a priority and we continue in our endeavours to make all staff aware of their responsibilities to avoid any inaccurate signage being displayed again.

7.   Performance Monitoring

PERFORMANCE INDICATOR	ACTUAL PERFORMANCE
Ensure that the targets in the 'More Than Just Words' framework are being met	See Appendix 2.
On-line service [website] - % and number using services through the medium of Welsh	**During 2015/16** the numbers of Welsh visits to the home page: English visitors 307,912 Welsh visitors 5,236 i.e. 1.7% in Welsh **During 2016/17** the numbers of Welsh visits to the home page: English visitors 291,423 Welsh visitors 4,726 Which equates to 1.6% in Welsh **During 2017/18** the numbers of Welsh visits to the home page English Visitors 394,782 Welsh Visitors 5,976 i.e. 1.5% in Welsh **During 2018/19** the numbers of Welsh visits to the home page English Visitors 349,426 Welsh Visitors 3,749 i.e. 1.1% in Welsh
Contact Centre – report on the % and number of calls/visits in Welsh	**During 2015/16** Contact Wrexham received 237,447 calls/visits in English; and 215 in Welsh I.e. 0.090%. in Welsh **During 2016/17** the Contact Centre received: 262,191 calls/visits in English; and 1307 in Welsh i.e. 0.5% in Welsh **During 2017/18** the Contact Centre received:

	250,952 calls/visits in English And 1,387 in Welsh 0.6% **During 2018/19** The Contact Centre received:235,514 calls/visits in English And 3,024* in Welsh 1.3% *This figure also includes all switchboard calls to the Welsh line.
Total number of transactions on the website	**During 2015/16** there were: Welsh: 7,042 774,956 in English i.e.1% in Welsh **During 2016/17** there were: 890,565 in English and; 8,666 in Welsh i.e. 1% in Welsh **During 2017/18** English: 1,318,807 Welsh: 11,613 i.e. 0.9% in Welsh **During 2018/19** English: 1,222,8040 Welsh: 8,912 i.e. 0.75% in Welsh
Number and % of e-mails received by the Contact Centre in Welsh and English	**During 2015/16** the Contact Centre received: 21,399 e-mails in English; 166 in Welsh I.e. 0.77% in Welsh. **During 2016/17**, the Contact Centre received: 28,691 e-mails in English; and 48 in Welsh i.e. 0.17% in Welsh **During 2017/18** English Emails: 23,502 Welsh Emails: 32 i.e. 0.14% in Welsh **During 2018/19** English Emails: 23,282 Welsh Emails: 16 i.e. 0.07% in Welsh
Contact Centre – Number and % of customers who conduct their business either	**During 2015/16**: 123,087 customers conducted their business in English compared to 5 in Welsh which equates to 0.004%

face-to-face or over the phone in Welsh and English	**During 2016/17**: 122,446 customers conducted their business in English; compared to 8 in Welsh i.e. 0.0065% in Welsh **During 2017/18:** 142,398 customers conducted their business in English compared to 9** in Welsh 0.0063% **During 2018/19:** 150,156 customers conducted their business in English compared to 15** in Welsh 0.010% It was agreed that for 2018/19 customer advisors at the contact centre would ask customers if they would like their language choice recorded. This will be asked during all full customer enquiries which are recorded on our CRM. Unfortunately it is not currently possible to extract the full customer enquiries from the total number of calls (including switchboard calls) from the CRM. **These figures are based on the number of customers recorded on our Customer Relationship Management system (CRM) who have requested to conduct their business with the Council in Welsh.
Ensure all social media provision continues to be bilingual and that it facilitates the use of the Welsh language	**During 2015/16** Facebook: 5,010 likes in English and 85 likes in Welsh Twitter: 15,085 followers in English and 374 followers in Welsh, **During 2016/17** Facebook: likes in English 6,699 and 111 likes in Welsh Twitter: Followers in English 17,155 and 456 followers in Welsh **During 2017/18** Facebook: Likes in English 8,323 and 412 likes in Welsh Twitter: Followers in English 19,000 and 628 followers in Welsh **During 2018/19** Facebook: Likes in English 9,435 and 480 likes in Welsh Twitter**:** Followers in English 20,051 and 950 followers in Welsh
Number and % of posts in the main reception area, Contact Centre or one-stop shop designated as being Welsh essential and the % of those	**During 2015/16** no posts were advertised as Welsh essential in the main reception area, contact centre or one-stop-shop. **During 2016/17** four posts were advertised as Welsh essential and were successfully recruited into.

filled by a Welsh speaker	**During 2017/18** – 6 posts were advertised as Welsh essential and 6 were recruited into.
	During 2018/19 – 3 posts were advertised as Welsh essential and 3 appointed.
	Total Welsh Speaking staff in the main reception area, Contact Centre and one-stop shop is 10 which equates to 29% of the posts
Any changes to the governance and internal scrutiny of the Welsh language Standards	The Council has established a Welsh Language Member and Officer Working Group and disbanded the previous Welsh Language Stakeholder group.
The number and % of staff who have received training in the Welsh language to a specific level of compliance	**During 2015/16** 55 members of staff studying Welsh through Cole Cambria which equates to 1.7% of non-teaching staff **During 2016/17** 40 members of staff studying Welsh via Cole Cambria which equates to 1.2% of the non-teaching workforce. **During 2017/18** During 2017/18 46 members of staff studying Welsh via Cole Cambria which equates to 1.6% of the non-teaching workforce **During 2018/19** 41 members of staff studying Welsh via Cole Cambria which equates to 1.5% of the non-teaching workforce
The number and % of staff receiving Welsh language awareness training in	**During 2015/16** 16 members of staff completed the Welsh Awareness e-learning module which equated to 0.5% of the non-teaching workforce. **During 2016/17** the figure was 58 which equates to 1.67% The Council is currently updating its Welsh Language Awareness module and all staff will be required to complete it and this will be detailed in their training needs via their yearly appraisal. There has also been a technical problem with the Council's e-learning site which has meant that employees were unable to complete the module. **During 2017/18** The Council's new e-learning platform went live in August 2017 and the updated Welsh language Awareness module went live on 23/01/2018. This was included as mandatory module to be completed by all staff. Up to 31/03/2018 **171** members of staff completed the module which equates to 6.1% of staff. **During 2018/19** The Council's new e-learning platform went live in August 2017 and the updated Welsh language Awareness module went live on 23/01/2018. This was included as mandatory module to be completed by all staff. Up to 31/03/2019 **931** members of staff

	completed the module which equates to 33.8% of staff.
The number and % of staff in the organisation's service who can speak Welsh (i) By department (ii) According to grade or post (iii) Per workplace	See Appendix 3 (below) for more detail

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 for Yr. 3 in line with guidance from the Commissioner and to tie it in more closely with 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 Minter Faith Flint a Wrecsam to organize and deliver its St. David's Day Parade. In May 2017, the Council introduced a new initiative called the 'Hob Cymraeg'. The Hob 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 2019**.
A 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 on a school holiday - this bodes well for next year's event which will be held on a Sunday. We once again look forward to commissioning Menter Iaith Fflint a Wrecsam to deliver the event on our behalf.

8.5   **Dydd Miwsig Cymru – Ysgolion Wrecsam Schools**

This year, over 60 schools across Flintshire and Wrexham participated in the celebration with activities ranging from musical/radio workshops to a visit from the 'boombox' as well as having the new wave of Welsh pop icons 'Gwilym' performing within the schools - all led by the schools' Welsh language ambassadors. The project had an overwhelming positive response, both within the schools themselves as well as from parents. A regional vote took place to find out Flintshire and Wrexham's favourite Welsh song, with each artist on the shortlist sending their very own personal messages to the pupils. Dydd Miwsig Cymru's celebrations reinforce the integral part that modern Welsh language culture has in our bilingual communities.

8.6   **Dydd Miwsig Cymru 2019 - Tŷ Pawb 9 February 2019**

Hundreds of people of all ages flocked to Tŷ Pawb for a huge celebration of Welsh music. As well 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.

8.7 **Welsh in the workplace – Workshops**

Piloted in 2018 this event has now been expanded to three workshops being held in 2019 with over 350 year 6 pupils taking part. The event will be held in the school hall and will take the form of a speed-networking employer event whereby small groups of pupils spend 10 minute sessions with each of the employers. Pupils will quiz employers on details such as day-to-day work, how much they use Welsh during the working day and the sort of skills and qualifications needed to fulfil the job role. After the event back at school there is a competition for the best presentation based on the advantages of learning Welsh for the world of work; those successful pupils will be invited to an award ceremony on the 10th June at the Guildhall in Wrexham.

APPENDIX 2

More than Just Words Framework

Reporting back on progress of the follow-on framework to More than Just Words.... 2018-19: Social Services

This Framework was introduced by the Welsh Government to strengthen Welsh language services in health, social services and social care. Its introduction has led to a number of initiatives ensuring Welsh speakers receive services in their first language, using existing skills and resources.

As the provider of social care in the community the Council is one of the many partners who deliver this strategy and as such is requested to report on progress on an annual basis.

Objective 1
National and Local Leadership, and National Policy

1.3 Social service departments to retain/appoint a senior officer as a Welsh Language Champion and Health Boards and Trusts to protect and promote the post of Welsh Language Officer within their organisations.

Evidence /Progress	
- Welsh Language Champions appointed in both Adults and Children's Social Services. - Both Adults and Children's have designated Welsh speakers to assist in providing services through the medium of Welsh.	

1.6 NHS Wales organisations and ADSS Cymru to work to raise the profile of the importance of Welsh language service provision at national events.

Evidence /Progress	Barriers/Challenges

Objective 2
Mapping, Auditing, Data Collection and Research

2.1 NHS and social services should map current provision and capacity to provide an 'Active Offer' across all services (including primary care). Where capacity is low, an action plan should be formulated to increase capacity. The capacity to deliver an 'Active Offer' to people within the identified priority groups should be viewed as a priority.

Evidence /Progress	Barriers/Challenges
• From previous analysis undertaken, many teams across the service lack capacity to provide services through the medium of Welsh. • Plans in place to undertake further mapping of provision and capacity. • Social Services has a Welsh Language Action Plan currently in place to increase capacity to provide Welsh Language services. The Action Plan focuses on recruitment, development and using current skills more effectively. • Corporate Welsh Language Skills Strategy is in place which includes the requirement for annual Welsh language reporting and skills audits to identify shortages of Welsh speakers across the organisation. • Adult Social Care undertook a survey to compile baseline information about the number of Welsh speaking staff.	• Data on Welsh language skills of staff is based on self assessment. • Data is not complete, however Managers are encouraged to discuss Welsh Language skills as part of the appraisal process. Number of new starters and reshaping impacts on collection of data. • Staff are not reporting or under reporting their Welsh Language skill level. • Staff lack confidence to use Welsh language skills in the workplace. • According to 2012 Census 12.9% ofthe population of the County Borough speak Welsh (which is lower than the average for Wales). • Recruitment difficulties to certain roles ongoing e.g. social workers, care staff. • The Authority continues to reshape to develop a fit for purpose structure for the future of service delivery and to manage financial challenges. This has had an impact on recruitment.

2.2 Health, social services and social care services should have systems in place to record when an 'Active Offer' has been made by recording language needs / choices in the individual's records. This action also applies to all secondary and primary care service providers.

Evidence /Progress	Barriers/Challenges
• Service users asked for language preference at point of referral or during the 'What Matters' discussions. • Service users' language preference is currently recorded on the Referral, Assessment Information System (RAISE) and CHARMS and monthly	• Rescheduling of date for implemetation of WCCIS system. Now October 2019.

• reports produced. • Wrexham is currently working with other Local Authorities (LA) and NHS to develop the new integrated electronic system – Wales Community Care Information System (WCCIS). • Core Data Set has been implemented within Adult Social Care. This will enable further data to be captured and reported on the 'Active Offer' and how subsequent care is delivered	

2.5 Data systems in health, social services and social care services should enable the service to operate bilingually to fulfil Welsh speakers' needs. For example:

- the Welsh language skills of staff should be captured and recorded electronically (the NHS Wales Electronic Staff Record should be amended to ensure that all staff are obliged to record their Welsh language skills)

- client and patient records to include sections to enable staff to record when an 'Active Offer' is provided and to note the individual's language of choice for future reference

Evidence /Progress	
• Resourcelink (HR/Payroll system) currently records and reports staff's Welsh Language skills in Listening/Speaking, Reading/Understanding and Writing using the Welsh Language Competency Assessment framework. • My View self service was launched in July 2018 which enables all employees to view and update their personal information including Welsh Language skills. • Managers encouraged to discuss Welsh language skills of staff at annual and interim appraisals. • Employees are periodically requested to complete surveys requesting information for equality monitoring purposes, which includes information on Welsh language skills • Service user language preference is currently recorded on RAISE and CHARMS. • Data systems not currently in place to match Welsh speaking service users with Welsh speaking staff. Managers will currently allocate cases to staff based on appropriate skills. • Welsh Language elearning module is mandatory accross the council	• Data is not complete. Work is ongoing with managers to ensure data is updated and complete.

2.6 The Welsh language skills of the workforce and Welsh language community profile should be included in the annual published report of social services departments and NHS IMTPs to demonstrate Welsh language needs.

Evidence /Progress	Barriers/Challenges
• Welsh Language requirements have been incorporated into the Director of Social Services Annual Report and associated business plans since the introduction of the 'More than Just Words' Framework in April 2012. • Welsh Language training is offered to the Social Care Sector via Coleg Cambria	

Objective 3
Service Planning, Commissioning, Contracting and Workforce Planning

3.2 NHS Wales and social services departments to establish their Welsh language community profile (informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being [Wales] Act 2014) and use this information as a baseline for service planning to ensure that Welsh language speakers' needs can be met and to assess all posts for Welsh language skills needs before advertising.

Evidence /Progress	Barriers/Challenges
• Census information is currently used to establish our Welsh language community profile (Wrexham currently reports 12.9% of the population as Welsh speaking). • The needs identified from the Population Needs Assessment Report will be addressed in the development of the Area Plan and as services are developed or changed in the future. • Current Vacancy Management process in place, which ensures all posts are assessed for Welsh language needs prior to advertising.	• Vacancy Management process needs to be reviewed to ensure full consideration of Welsh language needs prior to advertising • Recruitment difficulties to certain roles e.g. social workers, care staff.

3.3 NHS Wales and social services departments' planning and commissioning systems, such as published service plans, to take account of the Welsh language community profile (informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being [Wales] Act 2014) and ensure that it is reflected in the planning, commissioning and delivery of services.

Evidence /Progress	
• Adult Social Care has produced and published a Market Position Statement. The document provides key information for organisations offering services and support to individuals, families and communities, including Welsh Language requirements • The Adult Social Care Departmental	• Costs of translation services for provider services • Recruitment difficulties to certain roles e.g. care staff • Care service capacity in rural areas in particular means fewer choices in service provisions / language (i.e. fewer care homes in those areas, difficulty in recruiting domiciliary care

Commissioning Strategy refers to the need for care and support services to ensure that Welsh language services are built into service planning and delivery.	workers in general)
• The needs of Welsh speakers identified in the Population Needs Assessment Report will be addressed in the development of the Area Plan and in any services developed or changed in response to the plan.	
• The Department Framework for consultation and engagement will be reviewed and updated to ensure that needs for Welsh language provision is highlighted and addressed.	

3.4 The Welsh language needs of people to be met when commissioning or contracting services from the independent or third sector (e.g. residential or nursing care, advocacy, domiciliary care, out-of-hours services, and GP services). Welsh language service provision is to be included in contract specifications, service level agreements and grant funding processes.

Evidence /Progress	
• Welsh language requirements are included within contracts. • Providers are requested to supply information at least annually as to their compliance with the Welsh language requirements, including numbers of Welsh speakers and questions about language forms part of the monitoring visits. • Social Care Independent Sector Census captures and reports information on the Welsh language skills of staff within the independent residential and domiciliary sectors. This information is collated and returned to Social Care Wales on a yearly basis. • When advertising the opportunity for small grants, all information and correspondence is produced bilingually. Publicity information is to be updated to encourage applications from groups wishing to conduct their activities through the medium of Welsh. • Contract specification and monitoring arrangements have been reviewed, in particular the promotion of the Welsh language and culture within services that are commissioned by ourselves.	• Recruitment difficulties to certain roles e.g. care staff • Costs of translation services for provider services and keeping up with changes to documentation • Recruitment difficulties to certain roles e.g. care staff • Care service capacity in rural areas in particular means fewer choices in service provisions / language (i.e. fewer care homes in those areas, difficulty in recruiting domiciliary care workers in general)

3.7 Heads of Service to develop plans to maximise their ability to provide services in Welsh with their current Welsh-speaking staff. The required capacity will be informed by the Population Assessment Report produced under section 14 of the Social Services and Well-

being (Wales) Act 2014. Where gaps in workforce capacity to deliver services in Welsh are identified these should be reflected in the organisation's Bilingual Skills Strategy.

Evidence /Progress	
- As part of the current Welsh Language Skills Action Plan Managers are tasked with considering how services can be delivered through the medium of Welsh with current capacity i.e. sharing of resources. - Sessions were offered on 'More than Just Words – Follow on Strategy'. These were half day sessions delivered by Iaith and focused on the 'Active Offer' and development of a Welsh Language Skills strategy. These sessions were offered to Council staff and the Independent Sector. - The Council launched the Welsh Government's on-line Work Welsh 10 hour course. The aim of the course was to enable staff to meet and greet colleagues, customers and stakeholders using Welsh phrases and respond to initial enquiries in Welsh and transfer calls to other Welsh speakers. - The Council continues to offer opportunities for staff to learn Welsh via Coleg Cambria. A range of courses are offered from Beginners to Advanced. - The Council continues to offer informal practise session via Coleg Cambria. - The Council (in conjunction with Iaith) ran a Work Welsh intensive Course over a 3 month period – this was aimed at those where there was a need to progress quickly to learn Welsh. - E-Learning module on Welsh Language Awareness has been updated to include information on the Welsh Language Standards and More than Just Words. - Adults and Children's Social Care have a list of designated Welsh speakers and Welsh learners who can be called upon to assist in providing Welsh language services. - Corporate Welsh Language Skills Strategy in place. This strategy includes initiatives to increase capacity across the organisation.	- Staff are not reporting or under reporting their Welsh Language skill level. - Staff lack confidence to use Welsh language skills in the workplace. - Costs of training.

Objective 4
Promotion and Engagement

4.3 The use of the 'Working Welsh' logo will be promoted amongst health, social services and social care staff to enable people to identify Welsh speakers.

Evidence /Progress	Barriers/Challenges
- All Welsh speakers are given lanyards to show they are Welsh speakers and staff are also encouraged to invite correspondence in Welsh (via e-mail signature). - Signs have been placed in main reception areas to state that people may communicate through the medium of Welsh or English.	

4.6 Welsh language interfaces and software (such as Cysgliad) to be available for health, social services and social care services staff to enable and help them to work bilingually. The adaption of current systems should be considered to meet this aim.

Evidence /Progress	
- All Welsh speakers (fluent and learners) have access to grammar and spelling checking software. - Staff have access to a range of information and tools on SAM to assist them to work bilingually - Welsh language requirements for the new WCCIS are: - The system must be compliant with legislation - The system must allow a choice of language for the user interface - The system must be able to record in English or Welsh - The system must support system generated documentation in Welsh/English	Rescheduling of date for implemetation of WCCIS system. Now October 2019.

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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 **31/03/2019**.

Employees with Welsh Language Skills by Department

		EMPLOYEES WITH WELSH LANGUAGE SKILLS IN 1 OR MORE CATEGORIES			
Department	**No. of Empls.**	**Level 1 +**	**%**	**Level 3 +**	**%**
***Adult Social Care	472	46	9.75%	7	1.48%
Chief Exec / Strategic Directors	6	0	0%	0	0.00%

Corporate & Customer Services	190	54	28.42%	14	7.37%
Education	347	69	19.88%	16	4.61%
Environment and Planning	520	39	7.50%	3	0.58%
Finance	170	53	31.18%	9	5.29%
Housing and Economy	869	122	14.04%	25	2.88%
***Children's Social Care	221	30	13.57%	5	2.26%
Grand Total	**2,795**	**413**	**14.78%**	**79**	**2.83%**

Excludes schools

Employees with Welsh Language Skills by Grade

		EMPLOYEES WITH WELSH LANGUAGE SKILLS IN 1 OR MORE CATEGORIES			
Grade	**No. of Empls.**	**Level 1 +**	**%**	**Level 3 +**	**%**
L02 - L06	1,503	169	11.24%	28	1.86%
L07 - L10	876	177	20.21%	31	3.54%
L11 - L15	154	37	24.03%	15	9.74%
Soulbury, Youth and Centrally employed Teachers	131	26	19.85%	4	3.05%
Craft Workers	123	1	0.81%	0	0.00%
Chief Officers / Directors	8	3	37.50%	1	12.50%
Grand Total	**2,795**	**413**	**14.78%**	**79**	**2.83%**

Please note these figures exclude school based education employees and Heads of Department are included in the Chief Officers grade.