



## **Denbighshire County Council**

### **Welsh Language Scheme/ Welsh Language Standards**

### **Annual Monitoring Report 2015- 2016**

## 1. Introduction

- 1.1 The strategic responsibility for the Welsh Language in Denbighshire lies with the Council's Corporate Executive Team. The Lead Director is Nicola Stubbins, with Councillor Huw Jones being the political Lead Member with responsibility for the Welsh Language.
- 1.2 Day to day handling of Welsh Language issues is the responsibility of the Team Leader for Communications and Campaign Management, with a further strategic Welsh Language Development role introduced in the Council to look at the implementation of the Welsh Language Standards and co-ordination with the Senior Leadership Team.
- 1.3 Development with the Welsh Language is monitored by the Members Bilingual Group and discussions are underway to strengthen the role of this Group, increasing the powers of the group to make recommendations to the Council's Cabinet and Full Council.
- 1.4 The Council's main focus during 2015/16 has been around preparing and implementation of the Standards, with regular communication being critical. A series of communications messages have been disseminated to staff; a briefing session was presented to all councillors about the Standards and the officers responsible for the Welsh Language have presented at many management team meetings, meetings of the Senior Leadership Team, Cabinet Briefing and the Staff Council.
- 1.5 The Chief Executive has also recorded video messages to staff, highlighting the importance of compliance with the Welsh Language. Details of other developments can be found in the next section.
- 1.6 Whilst the Council already complied with the majority of the Standards as part of their previous Welsh Language Scheme, the Standards provided an opportunity to reinforce the requirements and to ensure compliance.
- 1.7 As well as the new Welsh Language Standards, the Council has continued to respond positively to the Mwy Na Geiriau Framework and the Welsh in Education Strategy Group.(an update on these areas of work can be found later in this document).

## **2. Other developments during the year:**

**Welsh Language Champions:** All services have nominated Welsh Language Champions in their service and their role is to encourage compliance with the Standards and to report any examples of non-compliance.

Posters have been placed in main buildings and reception areas, to inform staff of their service champions. Meetings are held quarterly.

Terms of Reference were agreed for the Champions and they assist in the work of auditing and reviewing the use of Welsh in the workplace, identifying opportunities to promote the language.

**Drop in sessions for staff** – The Council has held a series of drop in sessions for staff with questions about the implementation of the Standards.

**Working Welsh Lanyards** – All members of staff who are fluent Welsh speakers or learners have been given lanyards, so they are instantly recognisable as being Welsh speakers to members of the public and internal colleagues.

**E-mail signatures:** Staff have been provided with templates to assist them in preparing their e-mail signatures bilingually.

**Cysill and Microsoft Office in Welsh:** All Welsh speakers and learners have had Cysill installed on their computer systems. Guidelines have also been issued to staff on how to access Microsoft Office through the medium of Welsh.

**Telephone answering** – The Council has provided templates for staff with guidelines on how to answer the telephone bilingually, including providing wording written phonetically.

**Intranet** – The menus on the intranet are now fully bilingual.

**Collecting information about staff** - The Council has carried out a survey to ask staff to self-assess their linguistic skills. Further communication has gone out to staff, to encourage them to fill in the questionnaire, to allow the Council to have a clear picture of the linguistic skills levels of all of its staff.

**Council's main telephone line** – The Council has introduced a system where people can choose the language of their choice when they contact the Council through the main telephone number.

Total calls presented to English Line 01824 706101 April 1<sup>st</sup> 2015 to Feb 23<sup>rd</sup> 2016 - 78701

Total calls presented to Welsh line 01824 706100 April 1<sup>st</sup> 2015 to Feb 23<sup>rd</sup> 2016 - 4743

**County Language Forum** – The Council has played an active role in the the County Language Forum. It has chaired a meeting, co-ordinated arrangements for meetings and has contributed regular updates.

**Staff Excellence Awards** – A special award was introduced into this year’s ceremony, to honour staff for their commitment and dedication to developing the Welsh Language in the Council.

**Website:** During the past year, the Council continued to promote the use of the Welsh language website at every opportunity. There was a total of 1,031,411 hits on the corporate website – 1,006,868 were in English, 23, 613 hits were in Welsh.

**Social Media;** There were 3,167 followers on the Council’s Facebook account in English, 187 in Welsh; The Council also had 8,425 followers on its Twitter account, 572 in Welsh.

### **3. Recommendations for Improvements**

**New Standards** – The Council’s focus is now on introducing the majority of the remaining Standards, predominantly around the policy making recommendations.

**New Language Strategy** - The Council is also in the process of drafting a strategy on how it intends to increase the number of Welsh speakers in the county and the opportunities to use Welsh. This document will be published on the Council’s website, once approved through the democratic process.

**Culture and ethos of the organisation** – The Council has published a position statement on how it intends to enhance the bilingual culture and ethos of the organisation. Work will get underway in 2016 to progress this, including promotion of Welsh language training courses and informal and formal opportunities to use Welsh in the workplace.

**Mystery Shopper exercise** – The Council is working closely with Menter Iaith Sir Ddinbych and over the next six months, a ‘mystery shopper ‘ exercise will be carried out, to check compliance with the Welsh Language Standards.

**Collating Linguistic skills levels of staff** – This needs to become an annual monitoring process, with information/ results being fed back to managers for workforce planning processes.

**Introducing Welsh Language compliance in Service Challenges** – The Council will be introducing a section on Welsh Language compliance into the annual service challenge process where each service is asked to provide evidence on performance.

#### 4. Welsh Language Indicators

Below is a response to the national Welsh language indicators.

<p>Number and % of posts in the main reception area, contact centre or one stop shop designated as being Welsh essential and the % of those filled by Welsh speakers.</p>	<p>There are 7 staff in the Call Centre / Main Reception – 4 of these speak Welsh.</p> <p>66% of staff in the Council's One Stop Shops speak Welsh.</p>
<p>The % of a sample of monitored contracts that comply with the requirements of the language scheme.</p>	<p>It is down to individual services to ensure that their contracts comply with the requirements of the language scheme. 100% of contracts have been monitored, in line with corporate guidelines.</p>
<p>Number of complaints received concerning the implementation of the language scheme and the % of complaints dealt with in accordance with the organisation's corporate standards.</p>	<p>Four formal complaints in relation to the Welsh Language were recorded by the Council.</p> <ul style="list-style-type: none"> <li>• Presentation by officers at Ysgol Glan Clwyd in English only - The complaint was upheld- Apology issued. Further presentations were in Welsh.</li> <li>• Two telephone numbers diverted to English only line- The complaint was upheld. Telephone message recorded bilingually.</li> <li>• PDF documents on website page in English only. The complaint was and PDF withdrawn</li> <li>• Signs not bilingual- The complaint was upheld and sign rectified</li> <li>• Fixed Penalty Notice not bilingual - The complaint was upheld - Fixed Penalty Notice issued in Welsh.</li> </ul> <p>All of the complaints (100%) were adhered to within the corporate timescales.</p>
<p>The number and % of staff (Welsh speaking and learners) who have received training in the Welsh language to a specific level of competence.</p>	<p>13 individuals in Year 1.  11 individuals in Year 3 A  9 individuals in Year 3B  3 individuals on the Uwch course – provided by Bangor University</p>

	In total, 42 individuals have been on formal training courses in 2015/16
The number and percentage of staff in the organisation's service who can speak Welsh 1) By service department 2) According to the grade of post 3) Per workplace	The information held by the Council on its Trent system can be found in Appendix 1.

## Staff Linguistic Skills

Below is the information currently held by the Council. This information is fed back to services, to allow Heads of Service to progress with their Workforce Planning.

Can you speak Welsh?	Not at all	A little	Moderately	Moderately - a little	Fairly fluent	Fluently - quite well	Fluent	Not Known	Grand Total
<b>Apprentices</b>				1			1	3	5
<b>Business Improvement &amp; Modernisation</b>	26	21	6	9	5	6	7	16	96
<b>Community Support Services</b>	246	39	11	60	5	87	9	51	508
<b>Corporate Directors</b>		2				1			3
<b>Customers, Communications &amp; Marketing</b>	9	9	2	11	1	30	6	10	78
<b>Education &amp; Children Services</b>	97	26	5	51	6	36	7	47	275
<b>Facilities, Assets &amp; Housing</b>	150	43	10	84	7	49	10	324	677
<b>Finance</b>	17	11	2	6	1	8	2	3	50
<b>Highways &amp; Environmental Services</b>	85	16	4	51	1	30	2	170	359
<b>Legal, HR &amp; Democratic Services</b>	18	17	2	4	2	14	9	8	74
<b>Planning &amp; Public Protection</b>	37	15	9	24	4	9	14	24	136
<b>Schools</b>	306	24	17	381	9	319	9	1062	2127
<b>Chief Exec &amp; PA</b>					1			1	2
<b>Grand Total</b>	991	223	68	682	42	589	76	1719	4390

### More Than Words Framework

#### **“More than Just Words” : Progress report (year 3)**

In Denbighshire we have continued to be proactive about how people can access our Services through the medium of Welsh. Progress against the action plan for year 3 includes:

##### **Service planning and delivery (Objective 1)**

- The Single point of Access (SpOA) have recruited Welsh speaking staff and are ensuring the “Active Offer” is evident at the first point of contact (e.g. options of language preference on the telephone).
- There are Improved processes for identifying service users who are Welsh speakers on Paris (the electronic Client case file system), to include provision at the Reviewing stage.
- Monitoring our customer experience questionnaire which includes a question asking whether people were provided with a service in the language of their choice.
- Ensuring all forms, leaflets and promotional material are bi-lingual.

##### **Commissioning and the ‘Active Offer’ (Objective 2)**

- Procurement follows the Welsh Language Commissioners guidance on commissioning services and has undertaken a Welsh language community profile and used the information as part of planning and commissioning of services and service delivery.
- The contract monitoring process ensures that Providers have a Welsh language policy and that services are available through the medium of Welsh where appropriate.
- The Welsh Language Champion attended a Domiciliary Providers meeting to present information about the “Active Offer”.
- A powerpoint presentation about the “Active Offer” has been circulated to all staff within the Department.



### **Workforce Development (Objective 3)**

- Regular items about the Welsh language (to include details of the “Diwrnod Miwsig”, “St David’s day”, various courses and available support/ resources) are included in the SCWDP newsletter which is distributed to all Providers in Denbighshire.
- The levels of Welsh speaking staff in the Independent Sector workforce is monitored (via the annual workforce survey).
- Increase staff confidence to speak the language within the Department – provide a buddy scheme. In addition an informal lunch-time session “Siarad siop a phaned” has been introduced to offer additional support between lessons.

### **Leadership (Objective 4)**

- The Welsh language strategy group continues to direct and monitor the implementation of Welsh language priorities. The group is chaired by the Director of Social Services (and is well attended by Members).
- “More than just Words” has been highlighted as a priority in the Directorate Heads of Service plans.
- Best practice in terms of the Welsh language is regularly circulated to Team Managers by the Directorate’s Welsh language Champion.
- A Welsh language statement has been prepared and progress in implementing the “More than just words” framework has been provided as part of the Annual Report.

### **Education, Learning and Development (Objective 5)**

- Training is offered to staff within the Department and to the whole sector about the “More than just words” framework, language awareness and the “Active Offer” (this information has also been incorporated into the welcome meeting for new staff joining the Department and to Social Work students at induction).
- Training to improve staff confidence in using their Welsh is offered and also 4 places were provided for staff to attend a residential course at Nant Gwrtheyrn
- There is an expectation on external and internal trainers to re-enforce the ‘More than words’ requirements in all appropriate training courses.

**Strategies and Policies (Objective 6) :** there are no direct objectives to be completed by Local Authorities during year 3, but DCC is supportive of the objectives.



**Update on the Welsh in Education Strategic Group Workplan**

The majority of aims have been met or on target to be achieved. During 2014/15 the following targets were met.

Aim	Target	Progress
Aim2.1: Increase the percentage of learners in year 9 that are assessed in Welsh (First language)	Increase the percentage to 21% by 2015/16 and keep it at 21% or higher thereafter	21.3%
Aim3.1: Increase the percentage of learners 14-16 years old that study for qualifications through the medium of Welsh.	Increase the percentage of learners in Year 11 studying 5 or more subjects through the medium of Welsh to 18% by 2015 (17.9% was achieved in 2013)	18.5%
Aim 5.2: Improve provision and standards in Welsh first language	Key Stage 2 – 90% to reach at least level 4 in the teachers’ assessment in Welsh at the end of Key Stage 2 by 2017.	90.6%
Aim 5.4: Improve provision and standards in Welsh second language	Increase the percentage of learners at the end of Key Stage 2 reaching at least level 4 in the teachers’ assessment for second language Welsh, with a target of 75% by 2017.	76.4%