

Denbighshire County Council

Annual Monitoring Report 2017-2018

1. Introduction

Denbighshire County Council has made a firm commitment to respond positively to the Welsh Language Standards and this has been reflected in its Welsh Language Strategy. That commitment has not changed and we are fully committed to playing our part to support national efforts to increase the number of Welsh speakers in Wales to a million by 2050.

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 Hilditch Roberts being the political Lead Member with responsibility for the Children, Young People, Education and the Welsh Language during this reporting period.

- 1.2 Operational handling of Welsh Language issues is the responsibility of the Team Leader for Communications and Campaign Management, with a further strategic Welsh Language officer role introduced in the Council in early 2018/
- 1.3 The Council's main focus during 2017/18 has been around the continuation of implementing the Welsh Language Standards for the authority, working closely with Welsh Language Champions across the county to ensure compliance with the 167 Standards set for Denbighshire under the headings of Service Delivery, Policy Making, Promotion and Keeping Records.
- 1.4 The Council has also approved its Welsh Language Strategy and has now come to the end of the first year of the associated Action Plan, with successes reported. See Appendix A which outlines the main achievements under each thematic heading.
- 1.6 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. **Key developments during the year**

Numerous projects and initiatives have been running during the year to ensure that the Welsh Language Standards are implemented. Some of the key initiatives are listed below:

Welsh Language Champions:

Each Service within the Council now has a Welsh Language Champion and meetings are held quarterly to monitor progress with the Standards, as well as providing a forum to share best practice and to act as a critical friend. The members have an in-depth understanding of the needs of the Standards and associated strategy; they carry out mystery shoppers and arrange awareness sessions and activity for colleagues and learners.

Welsh Language Officer

A new post was introduced into the authority in early 2018, with a view to enhancing the opportunities to promote the Welsh Language within the authority.

The role's key responsibilities:

- *Provide advice and support for Senior officers, members and departments to act and continuously comply with the Welsh Language Standards and provide day to day guidance and answers.*
- *Use innovative and creative ways to promote the use of the Welsh Language and to raise the language's profile in a way that creates a positive attitude towards the Welsh language within the County Council and the wider community.*
- *Provide Welsh Language Awareness and Welsh Grammar training and sessions.*
- *Work closely with the HR team to develop and workforce planning in relation to the Welsh Language*

Welsh Language Steering Group

A Group has been created to act as a critical friend to the authority and to support its efforts to enhance the use of the Welsh Language across the organisation.

There are 11 members in total, each representing all of the political groupings. This is a constituted group with a clear terms of reference. These meetings are also open to the public.

Two meetings were held during this period. The members have considered a variety of issues, including progress with the Welsh In Education Strategic Plan; Mwy Na Geiriau; welsh Language Standards; Progress with the Welsh Language Strategy and an update on Eisteddfod yr Urdd's return to the county in 2020.

Further meetings are planned in 2018/19.

Welsh Language Strategy:

The Council has adopted the strategy on how it intends to promote the language over the next five years and it has come to the end of its first 12 months since it was adopted. The Strategy has been broken down into distinct areas: Children and Young People (including education and youth work); Business and the Economy; Communities; Internal Administration within the Council and the strategic development of the Welsh Language in Denbighshire.

The success of this strategy is being monitored by the Welsh Language Steering Group. A summary of the main activities carried out during the year are included in Appendix A.

Partnership Working:

The Council is an active partner on the Denbighshire County Language Forum, Partnerlaith. It hosts quarterly meetings of the Forum and takes its turn in chairing the meeting.

It provides quarterly updates on the strategic development of the Welsh language, opportunities for training and development and it works closely with other organisations to promote joint working and closer collaboration.

The Council has led on a major piece of work to map out the Welsh Language activities taking place across the county and has also created a brand new Terms of Reference for the Group.

The Council continues to provide financial support for Menter Iaith Sir Ddinbych through an annual grant and the Urdd locally. The Urdd funding is used to employ an officer that helps the authority arrange activities for young people across the county.

Staff Intranet

The Council has introduced a brand new Intranet called Linc, in direct response to the Welsh Language Standards. The intranet is now fully bilingual, with each page and link in Welsh corresponding with the English version. The responsibility for co-ordinating the content of the intranet lies with the Corporate Communications team and they ensure that all information is fully bilingual.

Workforce Planning

All services are required to produce a workforce plan each year and this plan must consider the number of Welsh speakers employed within individual services. All Heads of Service are asked to consider whether they have enough Welsh speakers within their services to provide a fully bilingual service to the public. Services are also challenged on their compliance with the Welsh language during Service Challenges, a process led by senior managers and councillors.

3. Welsh Language Indicators

Below is a response to the national Welsh language indicators reported that progress is measured against in Denbighshire.

<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 9 staff in the Call Centre / Main Reception – 6 of these speak Welsh.</p> <p>Two part time members of staff also work for the service. They are both Welsh speakers.</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 around swimming lessons, signage, naming of a council facility and</p> <p>All of the complaints (100%) were adhered to within the corporate timescales.</p> <p>The number of complains in relation to perceived non compliance with the Welsh Language Standards – three: Swimming lessons (no investigation), naming of a council facility (no investigation)_and signage on a car park paying machine (investigation about to be instigated)</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>We have 39 attending years 1,2, 3 and 5 there was no year 4 so they were all on the year 5.</p> <p>11 of the 39 are on the Work Welsh funded course</p> <p>In total, 39 individuals have been on formal training courses in 2016/17, offered through Coleg Cambria.</p>
<p>The number and percentage of staff in the organisation's service who can speak Welsh</p> <ol style="list-style-type: none"> 1) By service department 2) According to the grade of post 3) Per workplace 	<p>The information is collated annually by the Council on its Trent system and the results can be found in Appendix 2.</p>

Welsh Language Standards

The Welsh Language Standards expect the Council to report, in its annual report, on a number of key performance indicators. Below is the information summarised.

A list of actions undertaken to comply with the service delivery standards.

- We have provided communications to staff around responding to correspondence, arranging meetings and telephone answering
- We have ensured that all staff offer people the opportunity to be transferred to a Welsh speaker when contacting the Council.
- We have introduced one telephone number for the Council's main switchboard, which offers people the option of choosing a Welsh Language Service.
- We have provided wording for staff to include in letter templates, offering residents an opportunity to request correspondence in Welsh in future.
- We have placed a message on the Contact's Centre's recorded message to state that the Welsh Language line is available.
- We have notified staff arranging public meetings that all publicity/ invites should be in Welsh, that simultaneous translators should be arranged for each public meeting and that organisers of public meetings should remind people at the start of meetings that they can contribute in Welsh
- All documents produced for public use are bilingual, including promotional materials and exhibition documentation.
- The interface and menus on every page of our website are bilingual.
- All grant forms received in Welsh are responded to in Welsh

A list of actions taken to comply with the Operational Standards during 2016/17

- We have produced a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language and this document has been published on our intranet.
- We have introduced a HR process where all staff will be asked whether they wish to receive their contract of employment in Welsh.
- We have asked all staff whether they wish to receive paper correspondence relating to his or her employment and which is addressed to him/ her personally (in Welsh).
- We have asked all staff whether they wish to receive paper correspondence relating to his or her training needs or requirement in Welsh.
- We have asked all staff whether they wish to receive documents that outline their performance objectives in Welsh and we will provide documents in Welsh if that is their wish.

- We have asked all staff whether they wish to receive documents that outline s their career plan in Welsh and we will provide documents in Welsh if that is their wish.
- We have asked all staff whether they wish to receive forms that record and authorise annual leave, absences from work and flexible working hours in Welsh.
- Staff are able to make complaints in Welsh through the corporate complaints procedure and this has been publicised to staff.
- The Council's Corporate Complaints Procedure already states that staff may make a complaint in Welsh and has the right to respond to complaint made about him or her in Welsh. Staff have been made aware of that right.
- All staff will be offered an opportunity to host any meetings regarding complaints made against them in Welsh (with or without the use of a translator)
- Any record of decision relating to a complaint against a member of staff will be issued in Welsh (and any subsequent meeting will be conducted in Welsh).
- Our HR policies state that staff can respond in Welsh to any allegations made against them.
- Computer software for checking spelling and grammar has been provided to all staff who speak or learn Welsh and Welsh Language interfaces for software (such as Microsoft Word) is provided in Welsh.
- We have translated the text of our intranet homepage into Welsh.
- Any pages on the intranet that have corresponding pages in Welsh includes a direct link to the Welsh language page.
- Pages have been created on the intranet which provides services and support material to promote the Welsh language and assist staff in using the Welsh language.
- The interface and menus on the intranet are in Welsh.
- The Council has carried out an assessment of the Welsh language skills of employees through a self-assessment.
- The Council actively promotes opportunities during working hours for employees to receive basic Welsh Language courses
- The Council provides opportunities for staff wanting to further their basic Welsh training through offering further training.
- The Council has developed an e-learning module, to raise staff's awareness of the Welsh Language.
- Information to raise awareness of the Welsh language is provided to all new staff.
- We have provided wording for staff to use on their e-mail signature, to inform people if they are fluent Welsh speakers or are learners.

Business Improvement & Modernisation	27	23	18	8	12	7	95
Chief Executive Section					1	1	2
Community Support Services	225	96	41	11	18	173	564
Corporate Directors	1	1				1	3
Customers, Communications & Marketing	10	25	9	4	52	1	101
Education & Children Services	84	69	18	9	20	104	304
Facilities, Assets & Housing	286	259	76	48	93	27	789
Finance	19	11	6	4	2	14	56
Highways & Environmental Services	113	73	21	8	19	114	348
Legal, HR & Democratic Services	23	25	6	3	19	9	85
Planning & Public Protection	28	31	15	5	21	24	124
Schools	339	143	70	31	104	1,538	2,225
Grand Total	1,155	756	280	131	361	2,013	4,696

Percentage of Service with an ability to listen/understand Welsh at a proficiency of Moderately or greater:

43%

	Moderately+
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Business Improvement & Modernisation	40%
Chief Executive Section	50%
Community Support Services	12%
Corporate Directors	0%
Customers, Communications & Marketing	64%
Education & Children Services	15%
Facilities, Assets & Housing	28%
Finance	21%
Highways & Environmental Services	14%
Legal, HR & Democratic Services	33%
Planning & Public Protection	33%
Schools	9%
Total	16%

Read Welsh:

Service	Not At All	A Little	Moderately	Fairly Fluent	Fluent	Unknown	Total
Business Improvement & Modernisation	32	26	13	7	10	7	95
Chief Executive Section					1	1	2
Community Support Services	248	75	40	7	14	180	564
Corporate Directors	1	1				1	3
Customers, Communications & Marketing	18	20	8	8	46	1	101
Education & Children Services	100	64	15	10	16	99	304
Facilities, Assets & Housing	380	200	63	44	76	26	789
Finance	20	12	4	3	2	15	56
Highways & Environmental Services	141	59	18	6	13	111	348
Legal, HR & Democratic Services	28	20	7	2	19	9	85
Planning & Public Protection	44	24	13	4	18	21	124
Schools	407	128	74	21	98	1,497	2,225
Grand Total	1,419	629	255	112	313	1,968	4,696

Percentage of Service with an ability to read Welsh at a proficiency of Moderately or greater:

42%

	Moderately+
Business Improvement & Modernisation	32%

Chief Executive Section	50%
Community Support Services	11%
Corporate Directors	0%
Customers, Communications & Marketing	61%
Education & Children Services	13%
Facilities, Assets & Housing	23%
Finance	16%
Highways & Environmental Services	11%
Legal, HR & Democratic Services	33%
Planning & Public Protection	28%
Schools	9%
Total	14%

Write Welsh:

Service	Not At All	A Little	Moderately	Fairly Fluent	Fluent	Unknown	Total
Business Improvement & Modernisation	41	27	10	4	7	6	95
Chief Executive Section					1	1	2

Community Support Services	275	73	28	6	11	171	564
Corporate Directors	1	1				1	3
Customers, Communications & Marketing	23	18	10	8	41	1	101
Education & Children Services	119	50	16	7	14	98	304
Facilities, Assets & Housing	431	174	57	37	65	25	789
Finance	26	13	3		2	12	56
Highways & Environmental Services	162	47	12	7	11	109	348
Legal, HR & Democratic Services	34	19	3	3	17	9	85
Planning & Public Protection	52	26	7	4	16	19	124
Schools	462	119	65	22	89	1,468	2,225
Grand Total	1,626	567	211	98	274	1,920	4,696

Percentage of Service with an ability to write Welsh at a proficiency of Moderately or greater:

41%

	Moderately+
Business Improvement & Modernisation	22%
Chief Executive Section	50%
Community Support Services	8%
Corporate Directors	0%
Customers, Communications & Marketing	58%
Education & Children Services	12%
Facilities, Assets & Housing	20%
Finance	9%

Highways & Environmental Services	9%
Legal, HR & Democratic Services	27%
Planning & Public Protection	22%
Schools	8%
Total	12%

Appendix 2

Up-date on the implementation of More than Just Words (2017-18)

- Regular items about the Welsh language, resources and information about various free training courses (Welsh Awareness and the 'Active Offer') are included in the SCWDP newsletter which is distributed to all Providers in Denbighshire. This has included information about the Diwrnod Shwmai and Dydd Miwsig.
- Information about the Welsh language and the Active Offer has also been incorporated into the welcome meeting for new staff joining the Department and to Social Work students at induction. In addition a presentation about the

“Active Offer” was communicated to over 300 staff from Community Support Services.

- Corporate HR are currently mapping the language skills of DCC staff on I-Trent and the Welsh language community profile has been prepared for DCC (informed by the Population Assessment Report produced under section 14 of the SSWB Act).
- A buddy scheme and an informal session “Siarad siop a phaned” has been introduced to offer additional support between lessons to increase staff confidence to speak the language within the Department.

Our customer experience questionnaire monitors whether people were provided with a service in the language of their choice. The following is extracted from the Have your say survey analysis relating to the question: ‘I was able to communicate in my preferred language’.

424 respondents answered this question, 99% were able to communicate in their preferred language.

Update on the Welsh in Education Strategic Plan.

- The close co-operation continues between partners to further develop the support and opportunities available.
- The support and collaboration with Mudiad Meithrin continues and is successful.
- We will continue to work on current projects and develop further in the coming months.
- At present 73% of primary schools offer 50% or less of education through the medium of Welsh.
- The Welsh Language in Education Strategic Plan has now been approved by the Welsh Government and goes to Cabinet in Denbighshire County Council in May, 2018.
- The local authority has launched "Cymraeg Campus" in all category 4 and 5 schools that have ensured that the profile of Welsh has increased. The schools will apply for bronze award recognition and will be assessed on the action they have taken.

- There is an application for all staff in schools to complete an audit of language skills. This data is used to target schools and staff to further develop Welsh medium education.
- The authority received a huge boost last year as all Welsh Medium Schools succeeded in winning the Silver Language Charter. The schools are now all applying to achieve the gold award that is extremely challenging. Schools will be assessed in the near future assessing whether they have won the gold award.
- A marketing plan promoting Welsh medium education has been launched. A marketing booklet will be published in the near future to raise awareness of the advantages of bilingualism.
- A Governor session was held on developments in Welsh medium education and the expectations of reaching a Million of Speakers on March 15th, 2018.

Welsh Language Strategy

Below is a summary of the actions already undertaken as part of the Strategy:

- The County Language Forum has agreed a revised Terms of Reference, remit and membership. The key focus is on collaboration and all organisations are clear what is expected of them.
- The Council and its key partners have responded positively to the Welsh Language Standards, for the wider benefit of the Welsh language in Denbighshire.
- The Council reviews the impact of policy making and decisions on the Welsh Language and communities and has a process in place to consider the positive, negative and neutral impact of decisions.
- All partners on the County Language Forum market the availability of Welsh Language courses in the community.
- The Language Forum ensures there's a presence at large events across the county to promote the Welsh Language. They include the Denbigh and Flint Show, town carnivals and the Air Show.
- All partners cross-promote events through social media and websites.
- A campaign has been launched to promote Welsh medium education in Denbighshire.
- The Council is fully implementing the More Than Words Framework in the county, to ensure people can access health and well-being advice and information in Welsh.
- The Council's mentoring and buddying scheme has been relaunched.

- The creation and implementation of the Welsh Language Committee.
- The Council's Welsh Language Champions continue to act as ambassadors for the Welsh Language in the county.
- All Welsh language courses, from local providers and the Coleg Cymraeg Cenedlaethol are promoted to staff.
- The linguistic skills levels of staff is carried out annually and is due to be repeated shortly.
- All Welsh speakers and learners now have access to Microsoft Word and Cysill/ Cysgair packages.
- Gloywi Iaith sessions have been arranged for staff.
- The Council's intranet is fully bilingual.

Developing the economy

- A series of initiatives have been undertaken to promote the Welsh Language to the county's businesses.
- They include a pilot training programme to Denbighshire businesses on bilingualism. Those who took part in Welsh in Business have been approached by Iaith Cyf for further training as part of the further learning projects they conduct.
- Sessions have taken place for businesses on how to increase their use of Welsh on social media.
- Businesses have received a briefing document on the benefits of bilingualism.
- Examples of best practice with regard to Welsh Language service provision in business has been promoted through the local media, on social media and in corporate publications.
- Business champions are acting as ambassadors for the Welsh Language in the county