

# **Conwy County Borough Council**

## **Welsh Language Standards**

### **Annual Monitoring Report**

#### **2019 - 2020**

Prepared in accordance with the requirements of



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

May 2020

## 1.0 INTRODUCTION

- 1.1 Conwy County Borough Council has adopted the statutory principle that in the conduct of public business and the administration of justice in Wales, it will not treat the Welsh language any less favourably than the English language.
- 1.2 The Welsh Language (Wales) Measure 2011 establishes a legal framework to impose a duty on the Council, amongst other organisations, to comply with Standards of conduct on the Welsh Language. The Council have had 167 Standards to comply with in the following areas:
  - Service Delivery
  - Operational
  - Policy Making
  - Promotion
  - Record Keeping
- 1.3 The duties which derive from the Standards mean that organisations should not treat the Welsh language less favourably than the English language, together with promoting and facilitating the use of the Welsh language (making it easier for people to use their Welsh language skills in everyday life).
- 1.4 Standards will:
  - provide greater clarity to organisations on their duties in respect of the Welsh language
  - provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh
  - ensure more consistency of Welsh language services and improve their quality.
- 1.5 The Welsh Standards supersedes the Council's Welsh Language Scheme first approved by the Welsh Language Board on 23rd July, 1997, which was revised on 14th May, 2004 and then on 23rd April 2009.
- 1.6 Although the Council already complied with most of the Welsh Language Standards as part of our previous Welsh Language Scheme, the Standards have provided an opportunity to reinforce the requirements to ensure compliance .
- 1.7 This report is available to the public at the Council's public offices and on its website. The report is also circulated to all the individual services by way of the Welsh Language Scheme Link Officers and, in addition, information about the general monitoring report, along with the recommendations, is published on the intranet, and disseminated via the internal postmaster messaging system, the Team Brief and the Staff Newsletter. A link to this document will be shared with reception staff and we will also inform Conwy residents about the report.
- 1.8 This monitoring report reflects progress against actions and targets from the Welsh Language Standards. The information included in this report was collated on a continuous basis as the Council undertook the monitoring of its Services.

## 2.0 SIGNIFICANT PROGRESS

2.1 Several initiatives have meant an increase in the amount of opportunities for staff to use their Welsh language skills in the workplace and to make it easier for people to use their Welsh language skills in everyday life. Please find a summary below:

2.1.1 **Welsh Lessons** – Following on from the success seen with the Work Welsh courses during 2018-2019, we were extremely pleased that we were chosen to be part of a pilot scheme during 2019-2020. The pilot scheme was part of the National Centre for Learning Welsh's 'Work Welsh' programme. The scheme is funded by Welsh Government, and has been developed by the National Centre for Learning Welsh. Work Welsh is a specific programme to strengthen Welsh skills in the workplace throughout Wales and offers fully funded appropriate, flexible training. The main element of the Pilot Scheme was that a Welsh Tutor would be employed by the Centre but working in Conwy Council providing Welsh Lessons for Council staff. This year, 80 members of Council staff attended Welsh lessons on Entry, Foundation and Intermediate levels, 15 members of staff went on an Intermediate course to Nant Gwrtheyrn and 13 members of staff attended Gloywi laith (Improving Written Welsh course) for 10 weeks. The courses were all financed through the Scheme. Following the success of the Pilot Scheme, we are very pleased to report that the courses will continue during 2019-2020 too.

2.1.2 **Welsh Language Skills** – By now, the Welsh language skills of all services are monitored every six months in the Service Performance Review meetings for individual services. The Heads of Service and Managers are also informed about the employees in their services' Welsh Language Skills, and any weak areas are discussed with the Language Services Manager. This situation didn't arise in 2019-2020 with the percentages of fluent Welsh speakers in every service either increasing or staying the same as last year.

2.1.3 **Business Case to Appoint a Welsh Promotion and Development Officer** – we are extremely pleased to report that the Business Case to Appoint a Welsh Development and Promotion Officer was approved in mid-March 2020. It will make a huge difference to have a dedicated officer for developing and promoting Welsh further in the county. We had intended to advertise and appoint to this post at the beginning of April, but due to the current situation with the coronavirus pandemic, the recruitment process has been postponed for the time being.

### **3.0 RECOMMENDATIONS FOR IMPROVEMENT / FURTHER DEVELOPMENT**

3.1 These are the main areas where our focus will be for the next year:

3.1.1 **Promoting Welsh Strategy** – Once the Welsh Promotion and Development Officer has been appointed, we will then be able to move forwards with our intention to develop the Promoting Welsh Strategy significantly. This will see the Welsh language thrive even more in Conwy, placing the Welsh Government's strategy and aim of ensuring a million Welsh speakers by 2050 at the heart of the county and creating a county where the Welsh culture and the Welsh language thrives and develops.

3.1.2 **Welsh Lessons** – Due to the current situation with the coronavirus, the Welsh Lessons are being held on-line at the moment. We will be monitoring the Work Welsh scheme during 2020-2021 very carefully to ensure that everyone benefits from the scheme and in order to increase the use of the Welsh language in the Council. After this pandemic has passed, we are also hoping to offer another Gloywi Iaith (Improving Written Welsh course).

#### 4.0. RECORD KEEPING

4.1 **Complaints** – Unfortunately, we had 1 complaint about errors in a Welsh poster during 2019-20, details as follows:

<b>Date</b>	<b>Reference</b>	<b>Nature of Complaint</b>	<b>Service concerned</b>	<b>Action taken, and how resolved</b>
24/9/19	<b>GF37525</b> – Message from a member of the public	Complaint about errors on a poster at a Leisure Centre	Community Development Service.	24/9/19 – e-mail with details of the complaint through the Council's complaints system.  25/9/19 – Language Services Manager discussed the matter with the Leisure Centre Manager.  25/9/19 – Leisure Centre Manager sent an apology to the complainant and changed the poster for future use.  25/09/19 - Matter resolved.  3/10/19 - Language Services Manager met with the Leisure Centre Manager, at his request, to check other posters, adverts and other documents on display at the Leisure Centre to ensure they were correct.

4.2 **Investigations by the Welsh Language Commissioner** – No investigations were held about failing to comply by the Welsh Language Commissioner this year.

## 5.0 BILINGUAL WORKPLACE

### 5.1 Welsh Lessons

- 5.1.1 Following on from the success seen with the Work Welsh courses between September 2018 and March 2019, we were extremely pleased that we were chosen to be part of a year-long pilot scheme during 2019-2020. Throughout the pilot scheme, an experienced Welsh Tutor has been working full time with the Council since May 2019. This means that Council staff have been able to take advantage of an innovative pilot scheme to learn Welsh thanks to a new partnership with the National Centre for Learning Welsh.
- 5.1.2 The Work Welsh scheme is a specific programme to strengthen Welsh skills in the workplace throughout Wales and offers fully funded appropriate, flexible training. The Council was extremely grateful to receive such an investment from the Centre in order to develop Council staff's Welsh language skills.
- 5.1.3 This has been a very exciting development and these courses have made a real impact on the provision of Welsh lessons to Council staff, especially by having a full time Welsh Tutor in-house. Having the tutor in Bodlondeb throughout the week, with a dedicated class-room and a Conwy Council e-mail address has meant that there is more interaction between her and the learners.
- 5.1.4 This year, 80 members of Council staff attended Welsh lessons on Entry, Foundation and Intermediate levels and 15 members of staff went on an Intermediate course to Nant Gwrtheyrn as well. 13 members of staff attended Gloywi Iaitth (Improving Written Welsh course) for 10 weeks as well. The courses for all 108 members of staff were financed through the Scheme. We are delighted that so many staff are learning and improving their Welsh skills, especially the increase in their confidence using their skills in the workplace.
- 5.1.5 All classes in the Pilot Scheme include staff from a range of Council services, with many of them working in frontline services such as Social Services, Education, Environment, Roads & Facilities and Regulatory Services. All classes also include individuals from various levels of authority within the Council.
- 5.1.6 One of the Pilot Scheme's aims was that we should aim to have 30 students continuing with their Welsh course in 2020/2021. Of the 80 learners that attend the courses, 65 of them wish to continue to learn Welsh, which is 72%. Of the 15 who are not continuing, 7 are leaving the Council to work in other organisations.
- 5.1.7 Looking back at the last year, we can see, that the Pilot Scheme has been a resounding success. Conwy County Borough Council's staff are very fortunate to be part of such a Pilot Scheme and they have benefitted enormously from these intensive courses. Following the success of the Pilot Scheme, we are delighted that the National Centre for Learning Welsh have financed another 5 courses during 2020-2021 which also means that we will have a Welsh Tutor working with us full time for another year. This means that staff can continue to develop their Welsh language skills and contribute in a small, but important way, towards a million Welsh speakers by 2050.

**5.2 Celebrating the Shw Mae Su' Mae Day 2019** - We held an event with the learners to celebrate the Shw Mae Su' Mae Day 2019. We held a Coffee Morning for the learners and some fluent Welsh speakers. Welsh learners, fluent Welsh speakers and some who had no Welsh language skills came to the event. There was an opportunity to buy a cuppa and a cake and

the learners were encouraged to speak Welsh. We had a positive response to the event and all learners had enjoyed speaking Welsh with colleagues.

- 5.3 **Working Welsh Lanyards** – The demand for Working Welsh lanyards has increased again this year, with more and more staff and the public requesting about them. All members of fluent Welsh speaking staff now wear Working Welsh lanyards or badge. We had very positive feedback during the year about many more conversations starting in Welsh due to all members of staff who speak Welsh now wearing the lanyards. Information about the lanyards have been placed on the New Employee Induction Form as well, and is also part of the information given during the Corporate Induction for all new members of staff.
- 5.4 **Lanyards for Welsh Learners** – The Lanyards for Welsh Learners continue to be very popular and the demand for the lanyards has increased this year as well. That's partly due to the Work Welsh Pilot Scheme of course as the Language Services Manager shared the lanyards with learners during the year. We're delighted to report that their confidence has increased during the year as well. Feedback was received from Welsh learners over the last few years, saying they didn't feel comfortable wearing the Working Welsh lanyards as they felt that they were for fluent Welsh speakers, therefore we purchased lanyards for Welsh Learners which has the word 'Dysgwr' ("learner") on them and a vast number of staff wear them daily. We had additional feedback this year noting that the public and staff are a lot more patient with staff who learn Welsh and who wish to practise their skills and some have started offering services in Welsh when dealing with the public for the first time due to this.
- 5.5 **Language Skills Tool and E-mail Messages** – This tool has now been in place for over two years and it continues to be very successful. With Information Technology's assistance, the Language Skills Tool is connected to the staff list who have an e-mail account. So, if a member of staff writes an e-mail to another staff member, and he/she speaks Welsh, then a message appears above his/her name saying:  
Rydw i'n siarad Cymraeg / I can speak Welsh.

We had very positive feedback about this as it has been a great help to staff when communicating with others as it makes it much easier to know what staff's language skills are and makes it easier to start e-mail conversations in Welsh. During the last year, many members of staff contacted the Welsh Language and Translation Service to say how useful this tool is as they had started many more conversations in Welsh since the tool was first used. We also had feedback during a Corporate Induction session from new staff who noted they were delighted with the tool and that it was very useful especially as they hardly knew anyone yet.

- 5.6 **Working Welsh Logo at the bottom of e-mails** – Staff who can speak Welsh include a logo at the bottom of their e-mail signature to let customers and colleagues know that they can speak Welsh. We have also developed a logo for Welsh learners noting 'Dw i'n dysgu Cymraeg' (I'm learning Welsh). A large number of Welsh learners include this logo at the bottom of their e-mail signatures.
- 5.7 **Main reception** - The Council's main receptions/switchboard are located at the Council's main offices in Bodlondeb, Conwy and Coed Pella, Colwyn Bay. Each one of the main reception areas/switchboard posts have been designated Welsh essential and every member of staff (12 members of staff = 100%) who works there are bilingual and have Welsh language skills at level 4 or higher.
- 5.8 **Venue Cymru & Theatr Colwyn**
- 5.8.1 Venue Cymru & Theatr Colwyn staff have been very fortunate to have been chosen to be part of a new Welsh Language pilot scheme, offering free courses to staff. This

training is aimed at non-Welsh speakers who would like to improve their language skills as well as learners who wish to continue with their learning. The training will be fully funded by the Arts Council of Wales. Some of the training has been designed specifically for Venue Cymru and Theatr Colwyn staff.

5.8.2 Take Part is Venue Cymru's annual celebratory headline event for young creatives. Welsh content has always been at the heart of its program. They employ a consultant, Sian Eirian, specifically to programme Welsh language events and workshops. In 2020, Welsh language events included:

- Cyw was, once again, the headline event, with three performances plus meet and greets with the cast.
- S4C brought Rownd a Rownd who delivered workshops through the medium of Welsh.
- Pobol y Cwm delivered both Q&A sessions and all day meet-and-greets through the medium of Welsh.
- Lloyd Macy ran bilingual musical theatre events.
- Mudiad Meithrin delivered Welsh language drop-in events for small children.
- Mad As Bird Films ran a bilingual film school with Celyn Jones.
- Only Boys Aloud ran bilingual workshops and performances.
- Radio package workshops – two BBC journalists ran bilingual workshops and content was broadcast in Welsh.
- The Urdd ran all day drop-in sessions in Welsh.
- Children's Commissioner for Wales – bilingual all day drop in sessions.
- Story telling for babies with Fiona Collins was bilingual.
- Music and storytelling with Sian Miriam was bilingual.
- Clog dancing with Hannah Rowlands was bilingual.
- Vertical dance workshops were run bilingually with one session conducted through the medium of Welsh.

5.9 **Libraries** – Numerous events are also held in Welsh in our libraries and cuppa and a chat sessions have been held there over the past year.

5.10 **Culture and Information Section** – Since March 2019, the Culture and Information Section have been holding sessions with groups of learners / Welsh speakers as part of the 'Siarad' (Talking) scheme – i.e. that learners are paired with fluent Welsh speakers in order to practice speaking Welsh. They have worked with libraries, Menter Iaith Conwy and Bangor University's Language Department to establish a Welsh speaking group in Conwy so that Welsh speakers who live by the coast can practice speaking Welsh. Ten sessions have been held since March 2019, including a guided walk around Bodlondeb park; a walk around Llanrwst; digital sessions; social sessions etc. The sessions are held on the second Thursday of every month. There are 33 members of the group which are a mix of Welsh learners and fluent Welsh speakers. By now, the members of the group are holding sessions themselves and practicing Welsh, which are held on the last Thursday of the month. By now, two sessions to speak Welsh are being held every month. As this year draws to a close, and with the current situation with the coronavirus pandemic, some sessions have been held on-line through Zoom, with the intention of continuing on-line for the time being.

## 5.11 **Staff's Welsh Language Skills**

5.11.1 Since developing the tool, which appears on everyone's PCs to collect information about the Welsh language skills of staff, there has been an improvement in the accurate

recording of staff's Welsh language skills. By now, all members of staff can use this tool, and we have, with the Information Technology Service's assistance, been able to collect information about all members of staff by now, including those who don't have access to the intranet. With the exception of schools, the authority employs 1,834 members of permanent staff. Below are the details for those members of staff who have provided information about their Welsh Language skills:

### Staff's Welsh Language Skills:

Listening / Speaking		
Level	Number of staff	%
Level 0	414	23
Level 1	448	24
Level 2	239	13
Level 3	161	9
Level 4	199	11
Level 5	373	20
TOTAL	1,834	

Reading / Understanding		
Level	Number of staff	%
Level 0	419	23
Level 1	490	27
Level 2	192	10
Level 3	164	9
Level 4	199	11
Level 5	370	20
TOTAL	1,834	

Writing		
Level	Number of staff	%
Level 0	577	31
Level 1	419	23
Level 2	198	11
Level 3	163	9
Level 4	155	8
Level 5	322	18
TOTAL	1,834	

5.11.2. Council staff have used the tool on the intranet to note their Welsh Language Skills by using the table found in the Language Skills Strategy.

5.11.3 From the table, it can be seen that 31% of staff have noted that they are fluent Welsh speakers (Level 4 and 5). This is consistent with 29% of staff who noted they were fluent Welsh speakers in 2018-19 and 30% who noted that they were fluent Welsh speakers during 2017-18. There is a small increase in the percentages of Welsh learners on Level 2 as well, which is, at least partly, due to the intensive Welsh lessons held for over a year.

5.11.4 The breakdown per service can be seen below.

5.11.5 In the table, it can be seen that the percentages of Welsh speakers in every service has either increased or is unchanged since last year, which is very positive.

<b>Service</b>	<b>Total no. of staff</b>	<b>No. of staff who speak Welsh fluently (Levels 4 and 5)</b>	<b>Percentage changed since 2018-19?</b>	<b>No. of staff who are learning Welsh (Levels 1, 2, and 3)</b>	<b>Percentage changed since 2018-19?</b>	<b>No. of staff who have no Welsh ability (Level 0)</b>
Human Resources	22	6 (27%)	+4%	11 (50%)	Unchanged	5 (23%)
Chief Executive's Department	6	1 (16.5%)	Unchanged	4 (67%)	Unchanged	1 (16.5%)
Education	133	66 (50%)	Unchanged	51 (38%)	+3%	16 (15%)
Environment, Roads and Facilities	223	65 (29%)	+2%	101 (45%)	+2%	57 (30%)
Internal Audit	12	1 (8%)	Unchanged	7 (58.5%)	Unchanged	4 (33.5%)
Corporate Finance Service	41	10 (24%)	+8%	20 (49%)	-7%	11 (27%)
Community Development Service	238	87 (37%)	+8%	112 (47%)	-7%	39 (16%)
Corporate Events, Communication, Customers and Marketing	12	3 (25%)	Unchanged	5 (42%)	Unchanged	4 (33%)
Social Services – Adults	537	151 (28%)	+1%	264 (49%)	+4%	122 (23%)
Social Services – Children	181	36 (20%)	+1%	70 (39%)	+1%	75 (41%)
Revenue and Benefits	72	21 (29%)	Unchanged	33 (46%)	+3%	18 (25%)
Regulatory and Housing	137	35 (26%)	+7%	80 (58%)	+1%	22 (16%)
Estates and Asset Management	7	2 (29%)	+4%	4 (57%)	-5.5%	1 (14%)
Information Technology and Digital Transformation	61	15 (25%)	+3%	30 (49%)	-1%	16 (26%)
Theatres and Conference Centre	71	18 (25%)	Unchanged	34 (48%)	+1%	19 (27%)
Corporate Improvement and Development Team	10	1 (10%)	+1%	7 (70%)	-3%	2 (20%)
Law and Governance	71	55 (77%)	+4%	14 (20%)	-3%	2 (3%)
<b>TOTAL</b>	<b>1834</b>	<b>572 (31%)</b>		<b>848 (46%)</b>		<b>414 (23%)</b>

5.12 **Recruiting** – Jobs advertised during the year – Please find below the number/percentage of jobs advertised during the year where Welsh was essential or desirable, and the number and percentage of posts where Welsh speakers were appointed.

<b>Designation:</b>	<b>No. and % by language category</b>	<b>No. and % of posts where Welsh speakers were appointed</b>
ESSENTIAL	31% - 117 posts	Of the 99 posts where a recruitment took place, Welsh speakers (level 4 and above) were appointed to all (100%) of them.  To date, the other 18 posts remain unfilled as the recruitment process is ongoing.
DESIRABLE	69% - 270 posts	Of the 258 posts where a recruitment took place, 140 of the officers spoke Welsh fluently (54%).  To date, the other 12 posts remain unfilled as the recruitment process is ongoing.
<b>TOTAL IN ALL CATEGORIES</b>	383 posts	Therefore, out of the 357 posts which were filled, a total of 239 were fluent Welsh speakers, a percentage of 67%.

5.13 **Welsh Language training completed** – Please find below the information about the number of staff who have received training in Welsh to a specific qualification level and the number of staff who have had language awareness training during 2019-2020.

#### 5.13.1 Work Welsh Courses

<b>Date/Length of course</b>	<b>Suitable for</b>	<b>Details</b>	<b>Application</b>	<b>Total attendees</b>
Entry 1 and 2	Those wishing to learn Welsh	Course between June 2019 and March 2020 for people who wish to learn Welsh	Staff's personal choice	41
Foundation 1 and 2				27
Intermediate				12
Using Work Welsh Course, Intermediate Level (Nant Gwrtheyrn)				15
<b>TOTAL NUMBER WHO ATTENDED THE COURSE</b>				<b>95</b>

#### 5.13 Gloywi Iaitth - Improving Written Welsh Course

<b>Date/Length of course</b>	<b>Suitable for</b>	<b>Details</b>	<b>Application</b>	<b>Total attendees</b>
November 2019 onwards	Any member of staff who speaks Welsh fluently and wishes to improve their written Welsh skills	10 week course	Staff's personal choice	<b>13</b>
<b>TOTAL NUMBER WHO ATTENDED THE COURSE</b>				<b>13</b>

**5.13.3 WJEC – Learning Welsh Exams** All learners who have completed the Entry Level course are encouraged to sit the Using Welsh: Entry exam as part of the Work Welsh project. So far, 17 learners on Entry level have sat the exam since May 2019 – 5 during the summer term and 12 in January 2020.

**5.13.4 Various Courses Offered / Held in Welsh**

Course offered	How many courses offered in Welsh?	Total attendees
Safe Recruitment for Managers (Standard 128 (a) recruiting and interviewing)	2	Not held as not enough had registered.
Managing the PDR process (Standard 128, (b) managing performance)	1	Not held as not enough had registered.
Managing the Discipline Process (Standard 128, (c) complaints and discipline procedures)	1	Not held as not enough had registered.
Corporate Health and Safety (Standard 128, (dd) health and safety)	2	Not held as not enough had registered.

**5.13.5 Corporate Induction Session / Welsh Awareness**

Date/Length of course	Suitable for	Details	Application	Total attendees
14/5/2019	New members of staff – (Every new member of staff should attend a corporate induction session within 6 months of starting to work for the Council).	The officers are addressed by the Chief Executive, with part of the address in Welsh. Some of the presentations during the half day are presented in Welsh, including a presentation from the Welsh Language and Translation Service about implementing the Welsh Language Standards, the help and advice on offer, using Welsh internally and Welsh language awareness. <b>(Staff from various services of Conwy County Borough Council)</b>	Compulsory for every new member of staff who starts working for the Council	34
12/7/2019				33
18/9/2019				28
15/11/2019				46
13/1/2020				39
10/3/2020				40
<b>TOTAL NUMBER WHO ATTENDED THE COURSE</b>				<b>220</b>

5.13.5.1 From this year's statistics, it can be seen that 220 members of staff have had Welsh awareness information this year.

## **6.0 Actions to Comply with the Welsh Language Standards.**

### **6.1 List of actions taken to comply with the Service Delivery Standards.**

- We have provided communication to staff around responding to correspondence, arranging meetings, telephone answering, social media, recruitment, e-mail messages, signs, and internal communication.
- We have ensured that staff offer people the opportunity to be transferred to a Welsh speaker when contacting the Council (if they aren't Welsh speakers themselves).
- We have provided wording for staff to include in letter templates, offering residents an opportunity to receive correspondence in Welsh in future.
- We have notified staff arranging public meetings that all invites to the meeting should be bilingual, that simultaneous translators should be arranged for public meetings and that organisers of public meetings should remind people at the start of meetings that they can contribute in Welsh.
- All documents produced for public use will be bilingual, including promotional materials and exhibition documentation.
- The interface and menus on every page of our website are bilingual.
- All signage is checked for compliance with the Standards.
- Signs have been placed in main reception areas to state that people may communicate through the medium of Welsh.
- All public notices and adverts are bilingual.
- All grant forms received in Welsh will be responded to in Welsh and any interviews needed will be conducted through the medium of Welsh (with the aid of a simultaneous translator if needed).

### **6.2 List of actions taken to comply with the Operational Standards**

- 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.
- The interface, menus and every page on every page of our intranet are bilingual.
- We have introduced a HR process where all staff will be asked whether they wish to receive their contract of employment in Welsh.
- We ask 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 ask all staff whether they wish to receive paper correspondence relating to his or her training needs or requirement in Welsh.
- We ask 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 ask all staff whether they wish to receive documents that outlines their career plan in Welsh and we will provide documents in Welsh if that is their wish.
- We ask 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 a 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 when staff wish to make use of this interface.
- Our intranet homepage is in 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.

### **6.3 List of actions taken to comply with the Policy Making Standards**

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