WELSH LANGUAGE STANDARDS ANNUAL REPORT 2021-22

This item is also available in Welsh/ Mae'r eitem hon ar gael yn Gymraeg hefyd

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REQUIREMENT FOR THE ANNUAL REPORT

The Welsh Language Standards were prepared under the Welsh Language (Wales) Measures 2011 (1) and the Welsh Language Standards (No.1) Regulations 2015, which came into force on 31 March 2015.

The full list of the standards, with which Pembrokeshire County Council is required to comply, are contained within a Compliance Notice, which is available on our website at https://www.pembrokeshire.gov.uk/customer-service/welsh-language-standards

Standards 158,164 and 170 require us to publish an annual report, which sets out how we have complied with the:-

- ▪ Service delivery standards (1 to 87)

- ▪ Policy making standards (88 to 97)

- ▪ Operational standards (98 to 141)

This report touches on measures that have been in place since the introduction of the Standards but is primarily focused on activities undertaken during the period April 2021– March 2022.

IMPLEMENTATION OF THE WELSH LANGUAGE STANDARDS

The senior officer responsible for the implementation of the Welsh Language Standards within Pembrokeshire County Council is Steven Richards-Downes, Director for Education. He is supported in this work by the Welsh Language Strategy Delivery Group, which comprises officers whose remits relate the delivery of objectives within the strategy. The group meets quarterly and Steven Richards-Downes reports to other senior officers and Cabinet members, as part of his membership of the Senior Leadership Team.

COMMENT ON PROGRESS 2021 - 22

We are pleased to be able to report that **demand for services through the medium of Welsh** has continued to grow during the course of 2021-22. Notable is increased demand for the Welsh language service available via the Contact Centre (up 7% v. 1% increase for the English language service) and a sizeable increase in the number of followers on our Welsh language Facebook page (up 175% v. 18% increase on English language page).

We attribute the increase on Facebook, in part, to an **increased number of social media campaign in support of Welsh language events**, which have run on our corporate social media pages, throughout the year:

Occasion	No. of posts	Total Reach	Total Engagement
Dydd Shwmae / Shwmae Day 15 Hydref / 15 October 21	4	14,348	1,098
Diwrnod Hawliau'r Gymraeg / Welsh Language Rights Day 7 Rhagfyr / 7 December 21	2	11,475	930
Nadolig a'r Flwyddyn Newydd / Christmas and New Year 25 Rhagfyr 21 – 1 Ionawr 22 25 December – 1 January 22	5	18,100	637
Dydd Santes Dwynwen / St Dwynwen's Day 25 Ionawr 22 / 25 January 22	2	4,300	67
Dydd Dewi Sant / St David's Day 1 Mawrth / 1 March 22	2	36,568	2,880

We have improved the number of employees completing the **Welsh Language Training Needs Self-Assessment**, which is hosted on our online personnel system (i-Trent). We now have records for approximately 300 additional employees. The additional records have provided an increase of around 15% in the number of employees indicating Welsh language abilities at levels 1 or above.

We are also pleased to be able to announce we have entered into a one-year agreement Work Welsh through the National Centre for Learning Welsh to provide support for a **Welsh in the Workplace Development Officer**. The officer will provide intensive online and face-to-face Welsh language tutoring opportunities for employees and Council members. In addition to offering the opportunity to Council members, we will target employees in addition to the 79 who are already engaged in Welsh language learning, via a 'Get on the Bilingual Bus / Ewch ar y bws dwyieithog' recruitment campaign.

FIVE YEAR STRATEGY

The Council is required to publish a five-year strategy, which outlines how we propose to promote the Welsh language more widely in your area and details of the number of Welsh speakers in our area, and the age of those speakers.

Our new strategy was published in 2021, details are available on our website here:

https://www.pembrokeshire.gov.uk/customer-service/welsh-language-standards

Number of Welsh speakers in Pembrokeshire 2016 – 2020

In March 2021, we published data on the number of Welsh speakers in Pembrokeshire in 2016 and comparative data for 2020. The data was prepared by Pembrokeshire County Council, using data from Stats Wales Annual Population Surveys. As a result of the 2021 Census, additional data will become available during the course of the strategy.

Current data shows:

Ability to speak Welsh

▪ In 2016, the number of people with the ability to speak Welsh in Pembrokeshire (28.8%) was very slightly above the national average (28.0%)

▪ In 2020, the number of people with the ability to speak Welsh in Pembrokeshire (29.3%) was also very slightly above the national average (28.8%)

▪ The level of growth in the number of people able to speak Welsh in Pembrokeshire between 2016 and 2020 (0.5%) was very slightly behind that of the national average (0.8%)

Ability to read, write and understand spoken Welsh

▪ In 2016, the number of people with the ability to read Welsh in Pembrokeshire (25.6%) was very slightly behind the national average (26.2%). This was also the case in 2020, where both numbers had dropped slightly. In 2020, the number in Pembrokeshire was 24.5% and the national average 25.8%

▪ The number of people with the ability to write Welsh in Pembrokeshire remains just below the national average. In 2016, the national average was 23.5% and Pembrokeshire was 22.5%. In 2020 the national average remained constant at 23.5%, with the figure 22.3% for Pembrokeshire

▪ The number of people with the ability to understand spoken Welsh remains slightly above the national average in Pembrokeshire. In 2016, the national average was 32.8%, and the

Pembrokeshire figure slightly higher at 35.5%. In 2020, the national average was 33% and the Pembrokeshire figure slightly higher at 36.0%

Frequency of speaking Welsh

▪ There has been a small growth in the number of people in Pembrokeshire speaking Welsh less often than weekly. In 2016, the figure stood at 6.9% and in 2020 it was 8.4%. This was slightly higher than the national average, which stood at 6.3% in 2016 and 6.2% in 2020

▪ There has been a slight decline in the number of people in Pembrokeshire speaking Welsh weekly. In 2016, the figure stood at 4.1% and in 2020 it was 3.9%. This was slightly lower than the national average, which was 4.6% in 2016 and 4.8% in 2020

▪ There has been a slightly larger decline in the number of people in Pembrokeshire speaking Welsh daily. In 2016, the figure stood at 16.3% and in 2020 it was 15.7%. In 2016, the figure for the number of people in Pembrokeshire speaking Welsh daily was slightly higher than the national average (which was 15.9%) but in 2020 it was slightly lower (with the national average at 16.2%)

Breakdown by age

We calculated a breakdown of Welsh language ability by age, using data from the Stats Wales Annual Population Surveys. As the number of people with Welsh language abilities in Pembrokeshire very closely reflect the national averages, we applied the national percentages of those with Welsh language abilities in each age group, to the known number of people within each age group in Pembrokeshire.

As the calculations are, themselves, based on estimates, the resulting data should be treated with some caution. However, the data shows, broadly, that the small growths in the number of people with Welsh language abilities in Pembrokeshire is being driven by those in younger age groups, whilst the majority of measures show slight declines among those aged 55 and over.

DELIVERY OF SERVICES

Delivery of services - the Council has responsibility for delivering the complete range of local government services for residents, businesses and visitors.

We provide a wide range of services for our customers, which include schools, waste and recycling services, social care and housing, public protection and area maintenance etc.

Our employees each work within one of five Directorates: Chief Executive Office; Resources; Community Services; Social Services and Housing, and Education.

Our staff operate from a wide range of locations including offices, depots, libraries and leisure centres, as well as from our headquarters at County Hall in Haverfordwest. The coronavirus pandemic has seen the majority of our office based employees shift to home working, although there are plans for a move to hybrid working from the end of this summer onwards (hybrid = a mixture of office and home based working).

With staff operating from so many different locations, ensuring that all employees engaged in the delivery of services have an awareness of the Welsh Language Standards, and act in compliance with them can be challenging.

We have addressed this by ensuring that the requirements of the Welsh Language Standards have been embedded into our key communications employee guidance document: *Communications Standards, Services & Resources – Guidelines for Employees.* This document is made available to employees via the Intranet and as a downloadable PDF. The guidelines are highlighted are part of corporate induction, and are supplemented by a number of fact sheets, containing 'bite-sized' information on the requirements of the Standards.

In addition to the services, which we deliver directly ourselves, we also commission a range of goods and services from external contractors and other providers.

A Supplementary Guidance for Mangers and Senior Officers document, which includes guidance on the provision of education courses to the public, the awarding of grants and procurement of goods and services, sits alongside the *Communications Standards* document on the dedicated Welsh language page on our Intranet, and can also be downloaded as a PDF. We have also provided periodic training for managers and officers engaged in the commissioning of third party services, which has included guidance on the requirements of the Welsh Language Standards.

In spite of these measures our Annual Assurance meeting with our link office from the Welsh Language Commissioner's Office highlighted a number of **areas of non-compliance** for attention. These related to:

Website – there were a small number of pages on our website where there was no equivalent Welsh language provision and / or Welsh was gauged to having been treated no less favourably. All of these have now been addressed by our Digital Services team

Documents – published English language documents did not include the following required line: *This item is also available in Welsh/ Mae'r eitem hon ar gael yn Gymraeg hefyd* Our Digital Service and Graphic Design teams have undertaken to reinforce the need for this when preparing documents for publication.

Recruitment advertising – There is a requirement for *Applications may be submitted in Welsh and will not be treated less favourably than applications submitted in English / Ni fydd unrhyw geisiadau sy'n cael eu cyflwyno*

trwy gyfrwng y Gymraeg yn cael eu trin yn llai ffafriol na cheisiadau sy'n cael eu cyflwyno trwy gyfrwng y Saesneg to appear on job adverts. It was noted that part of the Welsh language text was missing. HR has provided assurance that this has been addressed.

Complaints Policy & Procedure – It was note that our complaints policy did not cover the requirement to detail 'how you will provide training for your staff in relation to dealing with those complaints'. The Audit, Risk and Information Service Manager has indicated that a procedure, to support the complaints policy, to meet this requirement will be developed during 2022.

TABLE 1. Delivery of services

What are we monitoring?	2018 - 19	2019 - 20	2020 21	2021-22	@ % Change
01437 764551 Calls to the main Council number. Number of calls in English, number of calls in Welsh	300,233 E 4,551 W	299,501 E 6,872 W	296,817 E 8,173 W	293,829 E 8,791 W	▼1% ▲7%
01437 764551 Average queue time on the main Council number. Queue time for calls in English, queue time for calls in Welsh	115 sec E 59 sec W	334 sec E 87 sec W	194 sec E 50 sec E	273 sec E 53 sec W	▲ 35% ▲ 6%
Website www.pembrokeshire.gov.uk Number of page views www.sir-benfro.gov.uk Number of page views	604,258 1,821	577,431 6,223	No. of users 391,875 No. of users 1,636	No. of users 446,304 No. of page views 2,237,565 No. of users 1,670 No. of page views 4,652	▲ 13% N/A ▲ 3% N/A
My Account My Account in English No. of users No. wishing to receive communication in English My Account in Welsh No. of users No. wishing to receive communication in Welsh	Not available	44,117 N/A 164 N/A	51,443 25,450 196 95	**New** My Account (01/04/21 – 31/03/22) 26,292 26,292 197 197	N/A N/A
Social Media www.facebook.com/pembrokeshirecountycouncil No. of likes www.facebook.com/cyngorsirpenfro No. of likes	16,753 E 97 W	19,479 E 121 W	21,400 E 151 W	25,611 E 265 W	▲ 18% ▲ 175%

www.twitter.com/pembrokeshire No. of followers	13,440 E	14,400 E	15,200 E	15,600 E	▲ 3%
www.twitter.com/cyngorsirpenfro No. of followers	462 W	514 W	550 W	603 W	▲ 9%
www.instagram.com/pembrokeshirecountycouncil No of followers	-	-	-	2,005 E	N/A
www.instagram.com/cyngorsirpenfro No of followers	-	-	-	193 W	N/A
Written Translation Requests (English to Welsh and Welsh to English) Proof read requests Category A – under 200 words Category B – 200 – 1,999 words Category C – 2000+ words Category D – urgent, fast turnaround Category E – specialist, technical (legal) Category F – specialist, technical (construction, planning, engineering, environmental)	N/A	N/A	N/A	Total 28 1,666 1,599 340 1,445 14 5 <u>Total 5,069</u>	N/A
Meetings No. of requests to the corporate translation service for simultaneous translation	Not available	5	1/11/20 – 31/03/21 1	1	-
Tenders Number of tenders submitted in Welsh	Not available	0	3	0	-
Complaints (Standard 158) No. of complaints relating to Welsh language service delivery standards	3	2	0	0	-
Complaints (Standard 164) No. of complaints relating to Welsh language policy making standards	0	0	0	0	-
Complaints (Standard 170) No. of complaints relating to Welsh language operational standards	0	0	0	0	-

POLICY MAKING

The Council has a responsibility, when formulating a new policy or reviewing/revising an existing policy, to consider the effect that a policy decision has on the opportunities for persons to use the Welsh language.

We reviewed all formal decisions taken by Council, Cabinet and independent cabinet members (and for which an integrated impact assessment was required) in respect of the Welsh Language Standards on policy development taken between 01/04/21 and 31/03/22.

Of the 98 decisions that we looked at 49 related to the formulation of a new policy or the reviewing or revision of an existing policy (including changes in charging arrangements and car par variation orders). The outcome was as follows:

Assessment on impacts for the Welsh language when a decision to approve a new policy and / or revise an existing one was taken	Number	Percentage
Evidence of full assessment provided	24	49%
Evidence of partial assessment provided	20	41%
No evidence of assessment	5	10%
Total	49	100%

Incidences where no evidence has been provided has been raised with relevant Heads of Service.

New Integrated Impact Assessment (IIA) Guidance and Templates were introduced in September 2021, which placed greater emphasis for the requirements as part of the Welsh Language Standard Regulations. The introduction has been supplemented by group and individual support sessions with relevant officers. It is hoped that the quality of assessments in relation to the Welsh language, and other requirements, will continue to increase.

OPERATIONAL STANDARDS

We have developed a wide range of resources for employees and managers, to support the implementation of the operational standards. These include:

1). A dedicated Welsh Language Standards page on our Intranet. This contains:

▪ Communications Standards, Services & Resources – Guidelines for Employees, and associated Fact Sheets

▪ Welsh Language Training Needs Self-Assessment, and guidelines for completion

▪ Welsh Language Courses

▪ Performance Appraisal – guidance and paperwork

▪ Supplementary Guidance for Managers & Senior Officers

▪ Internal Use of Welsh Policy

▪ Policy on Awarding Grants and Application Form

2). The Human Resources (HR) section on the Intranet contains the following resources:

▪ Internal Policies, Procedures and Guidance (in English and Welsh as applicable)

▪ Recruitment guidance, including Welsh Language Standard Requirements, for HR Advisors and service managers

We have improved the number of employees completing the **Welsh Language Training Needs Self-Assessment**, which is hosted on our online personnel system (i-Trent). We now have records for approximately 300 additional employees. The additional records have provided an increase of around 15% in the number of employees indicating Welsh language abilities at levels 1 – 5.

We have improved the **range of training courses we make available to employees through the medium of Welsh**, which has resulted in an increase in the numbers participating in training through the language.

During 2021-22 we saw a small decrease of around 7% in the number of employees taking up the opportunity to learn Welsh.

We are, however, pleased to be able to announce that we have entered into a one-year agreement Work Welsh to provide support for a **Welsh in the Workplace Development Officer**. The officer will provide intensive online and face-to-face Welsh language tutoring opportunities for employees and Council members. In addition to offering the opportunity to Council members, we will target employees in addition to the 79 who are already engaged in Welsh language learning, via a 'Get on the Bilingual Bus / Ewch ar y bws dwyieithog' recruitment campaign. We hope that this appointment will help to address the drop off in the number of Welsh language learners.

There has been a small percentage decrease in the number of posts designated as Welsh language essential and Welsh language desirable and an increase in the number of posts designated as Welsh language not required.

TABLE 2: Operational Standards

What are we monitoring?	2018 – 19	2019 - 20	2020 - 2021	2021-22	@ % Change
Employee communication preference No. of employees wishing to receive paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh	Not available	13	24	33	▲ 27%
Welsh Language Skills of Employees No. able to use Welsh Language at Levels 1 – 5	1,685 employees completed the training needs self-assessment 870 indicated Welsh language speaking skills at Level 1 or above. On 04/07/19 we recorded 171 employees as being able to speak Welsh at Level 3 or 4	1,663 employees completed the training needs self-assessment 781 indicated Welsh language speaking skills at Level 1 or above. On 07/05/20 we recorded 120 employees as being able to speak Welsh at Level 3 or 4	1,655 employees completed the training needs self-assessment 793 indicated Welsh language speaking skills at Level 1 or above. On 14/04/21 we recorded 148 employees as being able to speak Welsh at Level 3 or 4	1,969 employees completed the training needs self-assessment 919 indicated Welsh language speaking skills at Level 1 or above. On 29/04/22 we recorded 177 employees as being able to speak Welsh at Level 3 or 4	▲ 15% (average across all levels)
Training through the medium of Welsh Recruitment & Interviewing Performance Management Complaints & Disciplinary Induction Dealing with the public	26 employees undertook one of these training courses through	0 Not provided 0 0 Not provided	0 Not provided 0 0 Not provided	0 3 Not provided 3 Not provided	A greater variety of training if being offered and undertaken through the medium of Welsh

Health & Safety	the medium of Welsh	30	7	66 In addition: Safeguarding Children, Young People & Adults – 22 VAWDASV – 28 Fire Safety – 11 Manual Handling - 5	
Welsh Language Learning Mynediad 1 Mynediad 2 Mynediad 1 and 2 Sylfaen 1 Sylfaen 2 Canolradd 1 Canolradd 2 Uwch 1 Uwch 2 Uwch 3 Hyfrededd Total	23 20 N/A 23 1 14 0 1 2 0 5 89	33 7 N/A 17 21 2 12 1 0 1 3 97	20 20 7 9 2 9 2 11 1 0 2 85	19 5 3 16 5 2 1 5 2 2 0 1 0 61 + Say Something in Welsh - 2 Work Welsh - 16	▼ 7%
No. of posts designated as: Welsh language essential Welsh language desirable Welsh to be learnt Welsh not required Total	51 (10%) 311 (62%) 23 (5%) 117 (23%) 502	80 (13%) 398 (64%) 32 (5%) 113 (18%) 623	51 (12%) 299 (68%) 4 (1%) 84 (19%) 438	70 (11%) 439 (66%) 9 (1%) 143 (27%) 660 Plus one advert for two posts (one post	▼ 1% ▼ 2% - ▲ 8%

				essential, one desirable) and one advert for a post that was desirable / to be learnt (subject to department need)	