



Compliance and Monitoring

Standard statement

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 31st March 2015.

The Welsh Language (Wales) Measure 2011 is:-

A measure of the National Assembly for Wales to make provision about the official status of the Welsh Language in Wales.

In introducing the Welsh Language Measure and Welsh Language Standards, the Welsh Government's aims are to:

- Increase and improve Welsh language services for the people of Wales;
- Ensure greater clarity and consistency in terms of the services that can be expected in Welsh; and
- Give the people of Wales rights in terms of receiving services through the medium of Welsh.

This entails raising awareness of the official status of the Welsh language in Wales and imposing standards on organizations:-

- Schedule 1 to the Regulations specifies service delivery standards (standards 1 to 87) that relate to a service delivery activity, and is intended to promote or facilitate the use of the Welsh language, or to work towards ensuring that the Welsh language is treated no less favourably than the English language when that activity is carried out.
- Schedule 2 to the Regulations specifies policy making standards (standards 88 to 97) that relate to a policy decision, and is intended to secure or to contribute to securing, that the person making the policy decision considers the effects (positive or adverse) on opportunities for people to use the Welsh language, or on treating the Welsh language no less favourably than the English language and to act upon any adverse effect.

- Schedule 3 to the Regulations specifies operational standards (standards 98 to 144) that relate to the functions, or a business or other undertaking carried out by the Authority that is intended to promote or facilitate the use of the Welsh language.
- Schedule 4 to the Regulations specifies promotion standards (standards 145 and 146) that are intended to promote or facilitate the use of the Welsh language more widely.
- Schedule 5 to the Regulations specifies record keeping standards (standards 147 to 154) that relate to the keeping of records including complaints concerning compliance with other specified standards, or records about other complaints concerning the Welsh language.
- Schedule 6 to the Regulations specifies standards that deal with supplementary matters (standards 155 to 176)

The principal aim of the Welsh Language Commissioner is to:-

- Promote the use of the Welsh language.
- Facilitate the use of the Welsh language
- Work towards ensuring that the Welsh language is treated no less favourably than the English language
- Conduct inquiries into matters relating to the Commissioner's functions, and
- Investigate interference with the freedom to use the Welsh language.

The Commissioner is responsible for regulating the implementation of the standards which will allow the aims to be met.

The Commissioner's regulatory framework explains how she will implement her work programme for regulating Welsh Language Standards. In monitoring the implementation of the standards, the Commissioner will seek to ensure that organizations contribute to the aim of enabling people to live their lives through the medium of Welsh. This will be done by:

- Working on behalf of Welsh language users;
- Reporting on the experiences of Welsh language users;
- Developing an understanding of how organizations perform;
- Forming an opinion on general compliance with the standards based on robust evidence;
- Providing support for organizations to enable good compliance with the standards;
- Giving continuing consideration to the adequacy of the law in order to meet the aims of the Welsh Language Measure.

When implementing the standards process, Pembrokeshire County Council is required to be self-regulating. The Welsh Language Standards contain specific duties which enable this including:

- Publishing arrangements for overseeing, promoting and facilitating.

This report sets out the Council's arrangements for:-

- Overseeing the way in which we comply with the service delivery / policy making/operational standards;
- Promoting the services that we offer in accordance with the service delivery and operational standards;
- Facilitating the use of those services.

Employee Awareness - Internal Administrative arrangements

All staff have been made aware of the requirements of the Welsh Language Standards and guidance has been provided on their implementation.

A. The **Communication Standards Services and Resources** a guideline for employees, provides guidance to all employees on the requirements of the Welsh Language Standards including:-

- Access to the complete Welsh Language Standards.
- Advice on written communication including letters, emails, printed forms and questionnaires:-
 - Pembrokeshire County Council logos;
 - Design and print services;
 - Corporate electronic letter head templates;
 - Corporate electronic out of office auto reply/ auto signature for emails;
 - Publicity and advertising materials
- Advice on telephone communication
- Advice on Web sites - Facebook, twitter and social networking. The social media policy is available to download from the intranet.
- Advice on arranging and conducting meeting and events.
- Advice on the translation service used by the Council and how to access/use the service.
- Advice on reception of visitors
- Advice on the promotion of both Welsh and English website addresses in any communication or marketing material.

The guideline ensures consistency in relation to the implementation of the Welsh Language Standards/ helps employees to understand their role in complying with the requirements of the Welsh Language Standards / outlines the resources and support available to achieve compliance.

B. The **“Supplementary information to Managers and Senior Officers”** provides guidance on:-

- Policy making/consultation and research;
- Recruitment and appointment;
- Performance appraisal and Training;
- Education courses open to the public
- Employment practices;
- Procurement procedure/invitations to tender;
- Provision of Grant funding.

C. The Council’s internal website, known as the intranet, is an important information resource for all members of staff. A dedicated page called **Communication and Welsh Language** has been introduced which is used for current/topical issues including:-

- The Council's customer charter;
- A link to the Communication Standards Services and Resources, guideline for employees;
- The Welsh Language Standards;
- Bilingual policies relating to:-
 - Behaviour in the workplace
 - Salaries or workplace benefits
 - Performance management
 - Working conditions
 - Work patterns.
- Guidelines on:-
 - Answering the phone
 - Sending emails and letters
 - Arranging external meetings and events
- Online services:-
 - Training for staff via Pembrokeshire online development which provides a range of e learning courses which can be accessed from any computer or at home. Modules include a Welsh language awareness course.
- A link to Learning and Development which provides:-
 - Details of courses available for staff including Welsh language courses for all levels.
 - A copy of the Welcome Booklet for Employees, which is used during the induction stage of all staff.
 - Access to bilingual performance appraisal paperwork

D. A policy has been prepared “ **Internal use of Welsh Policy – Summer 2016**” which sets out what actions the Council has taken/is in the process of undertaking to promote and facilitate the use of the Welsh language within the organisation.

E. Where relevant, policies and procedures have been amended in accordance with the Welsh Language Standards- these include the **bilingual disciplinary and grievance policies and recruitment planning/selection.**

F. The Council's **Social Media Policy** has been amended to take into consideration the requirements of the Welsh Language Standards. The policy document is available on the intranet and is referred to within the Communication Standards Services and Resources guideline for employees.

G. Software offering **Welsh spell check** is available for all employees.

H. A policy has been developed – **Awarding Grants (Welsh language) Policy Summer 2016** - which emphasises the requirements for administrators to receive confirmation that any grant awarded will be used by the recipient for promoting the Welsh language.

Customer awareness

- A. The main fully bilingual Council website www.pembrokeshire.gov.uk is one of our key communication tools and holds detail of the full range of services provided by the Council.

When including the main Council website address in any communication or marketing the Council promotes both the Welsh and English address. The provisions of a Welsh website allows more opportunities for Pembrokeshire people to use Welsh in their daily lives and enables the Council to move forward in the challenge of changing linguistic behaviour.

A current key focus is building greater functionality so that customers can conduct more business direct via our websites. This includes the introduction of the bilingual "My Account" which gives the customers the option to opt for Council tax e-billing and allows them to gain access to over 40 online services such as school closure in bad weather.

The Council's website received an average of 120,320 visitors per month during 2015.

- B. The homepage of our website holds a link to our customer charter "putting our customers first" which details the Council's level of service to our customers including the use of the Welsh language.

The Charter is also displayed at County Hall main reception and at the Council's customer service centres.

- C. A document which records the Welsh Language Standards which the Council is under a duty to comply with is available on the Council's website. The introduction to the standards explains that their aim is to:

- Increase and improve Welsh language services for the people of Wales
- Ensure greater clarity and consistency in terms of the services that can be expected in Welsh
- Give the people of Wales rights in terms of receiving services through the medium of Welsh.

- D. The Council's customer services centres are located in Fishguard, Haverfordwest, Pembroke Dock, Neyland and Milford Haven. Customers visiting the centres can:-

- Make enquires about Council services in person between 9am and 5 pm.
- Make use of the Council's computers to access the Council's website.

- E. A proactive approach to the availability of Welsh medium service is promoted:-

- Lanyards are available for all Welsh speaking staff and Welsh learners to denote that skill.

- Welsh language signs are displayed at the Council's reception areas to advise customers that they are welcome to use the Welsh language at that reception.
- Customers are advised of the availability of their right to use the Welsh language at a meeting if that is their choice and that simultaneous translation service will be available at those meetings. A corporate statement has been introduced for use on all such invitations when arranging meetings.
- Corporate bilingual electronic letterhead templates and email auto signatures advise customers that Pembrokeshire County Council welcomes correspondence in Welsh and English and will respond within a maximum of 15 working days.
- Telephone calls to the Council's main telephone number will be answered with a bilingual greeting.
- Application forms in respect of a grant request will require the applicant to confirm that any grant awarded will be used for promoting the Welsh language.
- Tenders for contract will include a corporate clause which ensures that the supplier is aware of the requirement to deliver the services/goods through the medium of Welsh/English on an equal basis.
- The Welsh Language Standards require that a customer's language preference is ascertained and recorded for future use. The Council has developed a system in order to facilitate service provision in the language chosen by the customer.
- The Welsh Language standards require that when the Council publishes a consultation document which relates to policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on – (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. A set of standard corporate questions have been devised to assist with gathering data on potential impacts on the Welsh language.
- Where the Council offers courses that are open to the public it is our aim to offer the courses bilingually. However registration and booking documents will provide opportunity for a member of the public to take part on a course delivered exclusively in Welsh.

Monitoring compliance of the Welsh Language Standards

The Council, when delivering its services, is committed to promoting and facilitating the use of the Welsh language and ensuring that the Welsh language is treated no less favourably than the English language.

In order to ensure the quality and level of the Council's own compliance (and that of the 3rd party) in respect of the service delivery/policy making/operational standards Pembrokeshire County Council has introduced a structured monitoring and awareness programme:-

A. A Welsh Language Standards Development Group has been set up to help manage a smooth transition from the Welsh Language Scheme to Welsh Language Standards. In order to ensure effective representation, membership of the group consists of at least one representative from each Council Directorate together with political representation. It terms of reference include:-

- To provide a reporting mechanism to and from the Welsh Language Standards Development Group and their respective Directorate/Departmental Team meetings.
- To discuss and seek to resolve any obstacles toward promoting the Welsh language within each Directorate /service area.

Political representation at the Welsh Language Standards Development Group is provided by Councillor Huw George.

The role of Chair of the Welsh Language Standards Development Group is filled by Mr. Ceri Davies, Head of Human Resources.

B. A Welsh Language Standards Officer has been employed whose duties include:-

- To advise officers on the implementation of the Welsh Language Standards;
- To liaise with officers to ensure that all requirements set out within the Standards are met;
- To keep accurate and up to date records relating to compliance with the Welsh Language Standards;
- To produce reports on compliance with the Welsh language standards;
- To ensure ongoing monitoring and record keeping requirements are met.

C. The following sub groups have been set up to offer technical and specialised expertise in areas such as training, websites and communication:-

- Communication and IT sub group.
- Employee training and education in the community sub group.

D. The Council offers an e-learning module to develop staff awareness of the Welsh language.

E. Policies relating to staff wellbeing and personnel details are available bilingually.

F. There are a number of mechanisms provided by the Council to encourage employees to participate fully in its business. These include:-

- A regular message from the Chief Executive;
- A dedicated page on the internal web based intranet system called Communication and the Welsh Language which includes/will include:-
 - The Communication Standards Services and Resources, guideline for employees which sets out the standard of communication that is expected and outlines what support services and resources are available for employees to use.
 - The “Internal use of Welsh Policy – Summer 2016” which promotes the use of Welsh language within the Council
 - Access to the complete Welsh Language Standards.
 - Guidelines on answering the phone/sending emails and letters/arranging external meetings and events
 - The “Supplementary information for managers and senior officers” which provides guidance on services such as training; recruitment; employment practices; policy making; consultation and research; administering/ provision of grant funding and procurement.
 - Awarding grants (Welsh language) policy – summer 2016.
- A regular timetable of internal meetings which take place across the organisation, providing the opportunity for discussion, planning and review.

G. We are conducting an ongoing Welsh Language Training Needs Analysis to identify Welsh speaking skills of all employees (to maintain updated information on level of skills and aid in offering the appropriate Welsh language training.)

The Employee Training and Education in the Community sub group has given consideration to a bespoke training approach. The membership of the group will provide expertise and knowledge on Welsh skills training whilst the individual departments within the Council will have knowledge of the specific requirements within their teams – in particular in relation to front line/customer service staff. A record will be maintained of the number of employees who have Welsh language skills at the end of each financial year and the level of skills of those employees.

H. The annual performance appraisal provides an opportunity to discuss the Welsh language skills and training requirements of all employees. Bilingual paperwork has been produced in accordance with the Welsh Language Standards.

I. A record will be maintained in respect of each financial year of the number of staff who have completed training in the following courses (where the Council currently provides the course through the medium of English):-

- Recruitment and interviewing
- Performance management
- Complaints and disciplinary procedures
- Induction

- Dealing with the public
- Health and safety

J. The Council aims to have an adequate number of Welsh speaking staff available to provide services of good quality and efficiency for the Welsh speaking public. Managers are required to assess Welsh language skills in relation to all vacancies and to categorise them as:-

- Welsh language skills essential;
- Welsh language skills need to be learnt when appointed to the post;
- Welsh language skills desirable
- Welsh language skills not necessary.

The assessment will be a managerial judgement based on the duties and operating environment of the vacancy in question.

A record will be maintained in relation to each financial year of every assessment carried out in respect of the Welsh language skills requirement in relation to a new or vacant post and the level of skill requirement for that post.

K. Employees responsible for administering grants are aware of the requirement to provide all paperwork bilingually. The Council may interview a member of the public in relation to applications for grants. Council staff organising the interview will ask the applicant(s) if they wish to use the Welsh language at that interview. The invitation will confirm that if they do wish to use the Welsh language at the meetings the Council will provide a simultaneous translation service.

L. A policy has been developed in respect of awarding grants “Awarding Grants (Welsh language) Policy – summer 2016”. The Council will give consideration to any effect on the Welsh language when we award grants and ensure that appropriate use is made of the language within any activity we grant fund.

M. The Council has developed an integrated impact assessment tool- which applies to strategic policy and practice decisions- available on the intranet to assist employees in achieving the standards relating to policy making. Support is available from the policy team on its implementation. A set of standard questions have been devised to assist with gathering data on potential impacts on the Welsh language and the data gathered is used to inform the integrated assessment tool.

N. An obligatory Welsh language clause will be included within all of the Council’s Invitations to Tender documentation in order to ensure that the supplier will deliver the services/goods through the medium of Welsh/English on an equal basis.

O. The Council has developed a system in order to facilitate service provision in the language chosen by the customer.

P. The Council will ensure that any translators employed are suitably qualified and are able to provide a high quality service. All our translators are members/corporate

members of the Association of Welsh Translators and Interpreters which meets this requirement.

Q. The Council will record and respond to complaints against non-compliance of the Welsh Language Standards appropriately. An annual record(s) will be maintained of complaints against non-compliance of:-

- Service delivery standards;
- Policy making standards;
- Operational standards.

R. The Council will produce and publish on its website a 5 year strategy that sets out how it proposes to promote and facilitate the use of the Welsh language more widely in Pembrokeshire.