



PEMBROKESHIRE COUNTY COUNCIL

WELSH LANGUAGE STANDARDS 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.

Pembrokeshire County Council has adopted the principle that it will promote or facilitate the use of the Welsh language and work to ensure that the Welsh language is treated no less favourably than the English language.

Pembrokeshire County Council is required, in accordance with Standards 158,164 and 170 of the Welsh Language Standards, 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

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INTRODUCTION

Pembrokeshire County Council is a unitary Local Authority serving a population of around 123,000. Of these 22,000 (18%) are aged under 16, and 27,900 (23%) are aged 65 and over. Around 70% of the population aged 16-64 are in employment - nearly a quarter of people employed in Pembrokeshire are self-employed.

From the Welsh Language questions in the census held on 27 March 2011, from a total population of 118,392, 19.2% of the population over 3 years old could speak Welsh. The percentage for the whole of Wales is 19%. The 2001 census in respect of Pembrokeshire held a figure of 20.4% for the same age group.

According to the 2013-2015 Welsh Language Survey, of the 22,800 Welsh speakers 9,600 (42%) reported speaking Welsh fluently. Overall some 11,000 people (48% of Welsh speakers) reported speaking Welsh daily, the 6th highest proportion of Welsh Local Authority areas.

Pembrokeshire County Council is comprised of 60 Councillors who each represent residents in different areas of Pembrokeshire. It employs approximately 7,200 staff. The wide range of work is covered across five Directorates:-

- Chief Executive Office:-
 - ✓ Transportation and Environment
 - ✓ Finance and Housing
 - ✓ Development
 - ✓ Social Services and Leisure
 - ✓ Children and Schools.

The Welsh Language (Wales) Measure 2011 (1) makes provision for the specification of standards of conduct in relation to the Welsh language (“standards”). These replace the system of Welsh Language Schemes provided for by the Welsh Language Act 1993 (c.38).

- 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)

DELIVERY OF SERVICES

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

The way in which a service is delivered to the public varies according to its nature and size. Council Headquarters are in County Hall in Haverfordwest. The Council operates Customer Service Centres at Haverfordwest, Fishguard, Milford Haven, Neyland, and Pembroke Dock where the public can make payments and make enquiries. In addition other services are delivered from area offices, branches, depots, centres, and other workplaces.

Not all services are provided directly by the Council. Some are provided by agencies or by other bodies contracted to the County Council. In accordance with the Welsh Language Standards (No.1) Regulations 2015 “references to any activity being carried out by a body, or to any service being provided by a body, are to be read as including a reference to that activity being carried out on the body’s behalf or to that service being provided on the body’s behalf by a third party under arrangements made between the third party and the body”.

The Council has introduced guidance and policies to help employees understand their role in achieving the Welsh Language Standards by:

- Setting out the standard of communication that is expected;
- Outlining what support services and resources are available.

A. The **Communication Standards Services and Resources, guideline for employees** which reflect the Welsh Language Standards (No.1) Regulations 2015 provides guidance on all aspects of communication including:-

- Written communication
- The design of any materials
- Telephone communication
- Personal visits by the public
- Arranging and conducting meetings and events
- Websites, online services and social media
- Advertising and publicity
- Translation services
- Press releases

- Road signs and official notice

The guidelines ensure 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/outline the resources and support available to achieve compliance.

- B. The document ***Supplementary Information for Managers and Senior Officers*** provides guidance on specific service delivery aspects of the Welsh Language Standards. Training sessions took place – supported by that document – which covered specific areas that Managers would need to be aware of and would be required to disseminate to relevant staff within their individual department.

The document includes guidance on areas such as:-

- Education Courses open to the public

The Council offers education course which are provided in order to educate or improve the skills of members of the public. The wording on our website is as follows:-

“In order to make it viable for us to run courses we need a minimum number of people to take part. Our aim is to provide courses bilingually wherever possible. When you enquire about taking part in a course we will ask you if you would prefer to take part exclusively in Welsh. We will provide courses exclusively in Welsh when numbers reach the minimum level required”.

- Provision of Grant Funding

A policy on awarding grants has been developed in accordance with standard 94.

Any documents published which relate to a grant application will be published in both Welsh and English and will not treat the Welsh language any less favourably than the English language.

The time frame for submission and consideration of a grant application to the Council will be the same when receiving Welsh submissions as they are for English submissions.

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 interview the Council will provide a simultaneous translation service.

- Procurement.

The Council offers guidance via Procurement procedure note 02/2016 for officers who are involved in contracting and commissioning, which outlines the Council's responsibilities in accordance with the Welsh Language Standards.

Any invitations to tender for a contract will state that tenders may be submitted in Welsh and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.

The time frame for submission and consideration of a tender to the Council will be the same when receiving Welsh submissions as they are for English submissions.

The Council may interview a tenderer in relation to a tender for a contract. Council staff organising the interview will ask the tenderer(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.

C. A dedicated page has been introduced on the home page of the Council's internal website called **Communication and Welsh language**. This is updated periodically to provide up to date information on the Welsh language requirements and includes:-

- The Welsh Language Standards.
- The Communication Standards Services and Resources, guideline for employees.
- The Internal use of Welsh Policy.
- The Policy on Awarding Grants.

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.

The Council has introduced guidance and policies to help employees understand their role in achieving the Welsh Language Standards by:

- Setting out the requirements of the policy making standards
- Outlining what support services and resources are available.

A. The document ***Supplementary Information for Managers and Senior Officers*** provides guidance for officers responsible for developing policies outlining the Council's responsibilities on:-

- Policy making, consultation and research
- Provision of grant funding
- Procurement (contracting and commissioning)
- Procurement (Welsh language clause).

Training sessions took place – supported by that document – which covered specific areas that Managers would need to be aware of and would be required to disseminate to relevant staff within their individual department.

- *Policy making, Consultation and Research*

When the Council considers a new policy or reviews or revises an existing policy it will- in accordance with standards 88 to 97:-

- Consider whether a policy decision has a positive or adverse effect on opportunities for persons to use the Welsh language and on treating the Welsh language no less favourably than the English language. If adverse, it will consider if the policy can be amended to have a positive effect or less adverse effect.
- Consult to seek views on whether a policy decision has a positive or adverse effect on opportunities for persons to use the Welsh language and on treating the Welsh language no less favourably than the English language. If adverse, it will seek views on how the policy can be amended to have a positive effect or less adverse effect.
- Undertake research on whether the policy decision has a positive or adverse effect on opportunities for persons to use the Welsh language

and on treating the Welsh language no less favourably than the English language. If adverse, ensure that the research considers how the policy could be made so that it has a positive effect or less adverse effect.”

The existing corporate integrated impact assessment tool has been revised to take into account the requirements of the Welsh Language Standards. A named contact officer is provided in the supplementary guidance and managers advised to seek assistance when anticipating the impact of proposed strategies and policies on equality and diversity issues, sustainable development, the Welsh language and well-being. A set of standard questions have been devised to assist with gathering data on potential impacts on the Welsh language and that data gathered is used to inform the Corporate integrated impact assessment tool.

- Provision of Grant Funding

Any documents published which relates to a grant application will be published in both Welsh and English and will not treat the Welsh language any less favourably than the English language.

A policy has been developed “Policy on Awarding Grants – Summer 2016” which requires the mandatory completion of an application form for all those requesting grant assistance from the Council. The policy provides clear guidance on any grant provision excluded from the Welsh Language Standards and will ensure that:-

- The Council gives consideration to any effect on the Welsh language when we award grants;
- Appropriate use is made of the language within any activity we grant fund.

- Procurement (Contracting and Commissioning)

The Council has guidance for officers who are involved in partnership working outlining its responsibilities in accordance with the Welsh Language Standards.

Procurement procedure note 02/2016 advises staff that when preparing an invitation to tender the named procurement link officer will address the requirement to complete the Council’s checklist. The content of the checklist confirms the requirement to treat the Welsh language no less favourably than the English with regard to correspondence/interviews and meetings.

- Procurement (Obligatory Welsh Language Clause)

A Welsh Language Clause will be included in all Invitation to Tender (ITT) documentation. The clause emphasises that “the supplier shall at all times comply with the Welsh Language (Wales) Measures 2011 and the standards set out within the Customer’s Compliance Notice as if it were the Customer to the extent that the same relate to the provision of the Services/Goods. The supplier shall interpret the Standards as if they were in force as at the date of the contract”.

INTERNAL ADMINISTRATION

Operational standards relate to the use of the Welsh language within the Council.

The Council has introduced guidance and policies to help employees understand their role in achieving the Welsh Language Standards by:

- Setting out its commitment to the use of the Welsh language within its internal administration;
- Outlining what support services and resources are available.

A. The **Internal use of Welsh policy** provides guidance on good practice on the use of the Welsh language in the workplace and an understanding of the duty to operate in accordance with the Welsh Language Standards. The policy clarifies the Council's commitment to the use of the Welsh language within its internal administration

B. A dedicated page has been introduced on the home page of the Council's internal website called **Communication and Welsh language**. (Standard 125 of the Welsh Language Standards requires the Council to designate and maintain a page on its intranet to assist its employees to use the Welsh language.) This is updated periodically to provide up to date information on the Welsh language requirements. It is used for current/topical issues and provides:-

- The Communication Standards Services and Resources, guideline for employees.
- The Supplementary Information for Managers and Senior Officers
- The Welsh Language Standards.
- The Internal use of Welsh policy
- The Policy on Awarding Grants
- Facts sheet on answering the phone/arranging meetings and events/ emails and letters
- Details of Welsh language courses designed for all levels and how to apply.
- Reference to the e- learning Welsh Language Awareness module
- Guidance for Managers – Performance Appraisal.

C. The document ***Supplementary Information for Managers and Senior Officers*** provides guidance on the Welsh Language Standards relating to the use of Welsh within the Council. Training sessions took place – supported by that document – which covered specific areas that Managers would need to be aware of and would be required to disseminate to relevant staff within their individual department.

The document includes guidance on areas such as:-

- Recruitment and Appointments
- Performance Appraisal and Training
- Employment Practises

- *Recruitment and Appointments*

Linguistic ability is considered a relevant skill when appointing staff under the Recruitment Policy.

Staff with responsibility for employee recruitment and selection have been advised:-

- That there is a requirement to assess Welsh language skills in relation to all vacancies as one of the following:-
 - 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.
- That there is a requirement to categorise the Welsh language skills requirement of new and vacant reception/front line posts as “Welsh language skills need to be learnt when appointed to the post”.
- That applicants:-
 - Are able to submit an application in either Welsh or English;
 - Are to be advised that they can request that the interview process is conducted through the medium of Welsh or English.
- That the employees requisition form and application forms have been amended accordingly.
- That arrangement will be made to provide simultaneous translation at an interview where the use of Welsh has been requested.

- That the Council:-
 - When offering a new post to an individual, asks that individual whether they wish to receive the contract of employment in Welsh and, if so, provides this in Welsh.
 - Asks each employee whether they wish to receive any paper correspondence that relates to his or her employment, and which is addressed to them personally, in Welsh and, if so, provides this in Welsh
- Performance appraisal and Training

The Council is in the process of undertaking a full training needs analysis of the Welsh Language Skills of its staff and to provide an intensive Welsh language training programme for staff at all levels, both to acquire and to improve Welsh language skills. Courses are held at various venues and via online learning.

The home page of the Council's internal website, known as the intranet, provides information on the Welsh language courses available and how to apply.

Training priority is given to employees in those services where there is regular contact with the Welsh speaking public such as reception and front line service areas.

Focus groups took place with reception/front line staff to ascertain their individual training requirements - taking into consideration the requirements of the Welsh Language Standards.

A survey took place which ascertained the training requirements of staff who held level 4 and 5 Welsh language skills in respect of their role in holding meetings; undertaking interviews and disciplinary procedures.

Opportunities for employees to receive Welsh language awareness training via e-learning, are promoted in the Learning and Development section of the Council's intranet. This informs our employees of the history of the Welsh language and its role in Welsh culture, an understanding of the duty to operate in accordance with the Welsh Language Standards, and an understanding of how the Welsh-language can be used in the workplace.

A Welsh language awareness section has also been incorporated within the Corporate Welcome session for all new employees.

The Council has an established Performance Appraisal system in place – one purpose being the analysis of generic training needs (including Welsh language skills). Performance appraisal paperwork is available on the intranet through the medium of Welsh and staff are advised of this availability.

- Employment Practices.

The Disciplinary and Grievance policies promote the entitlement to receive all correspondence /attend all interviews or meetings through the medium of Welsh.

The intranet holds bilingual policies relating to:-

- Behaviour in the Workplace
- Salaries or Workplace Benefits
- Performance Management
- Working Conditions
- Work Patterns.

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

- Reference 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 bilingual 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.

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.

RECORD KEEPING

- A. The Council is conducting an ongoing Welsh Language Training Needs Analysis to identify the Welsh language skills of all employees (to maintain updated information on level of skills and aid in offering the appropriate Welsh language training.)
- B. The Employee Training and Education in the Community sub group (set up to offer technical and specialised expertise in areas such as training and communication) has introduced a bespoke training approach. The membership of the group provides 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 is maintained of the number of employees who have Welsh language skills in respect of each financial year and the level of skills of those employees. See appendix 1.

- C. A record is 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

See appendix 2.

- D. 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 one of the following:-

- 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 is a managerial judgement based on the duties and operating environment of the vacancy in question.

A record is 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.

See appendix 3.

E. The Council records and responds to complaints against non-compliance of the Welsh Language Standards appropriately. An annual record(s) is maintained of complaints against non-compliance of:-

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

See appendix 4

APPENDIX 1

Standard 127 of the Welsh Language Standards requires this Council to assess the Welsh language skills of our employees.

Standard 151 of the Welsh Language Standards requires this Council keep a record of:-

- The number of employees who have Welsh language skills at the end of each financial year
- The skill level of those employees.

Standard 170 requires this Council to produce a report in relation to each financial year which should include the following information:-

- The number of employees who have Welsh language skills at the end of 16/17 financial year.

The results of the ongoing Training Needs Analyses shows 1227 members of staff have completed the Welsh Language Training Needs Self-Assessment of which 603 have confirmed that they hold Welsh language skills of level 1 or above.

APPENDIX 2

Standard 128 of the Welsh Language Standards requires this Council to provide training in Welsh in the follow areas if we provide such training in English:-

- Recruitment and Interviewing
- Performance Management
- Complaints and Disciplinary procedures
- Induction
- Dealing with the public
- Health and Safety

Standard 152 of the Welsh Language Standards requires this Council keep a record for each financial year of:-

- The number of employees who attended the above training courses offered by the Council in Welsh
- The percentage of the total number of employees attending the course who attended that version.

Standard 170 requires this Council to produce a report in relation to the 16/17 financial year which should include the following information:-

- The number of employees who attended the above training courses offered by the Council in Welsh
- The percentage of the total number of employees attending the course who attended that version.

No employees attended the above training courses offered by the Council in Welsh

APPENDIX 3

Standard 136 of the Welsh Language Standards requires this Council to assess the need for Welsh language skills in respect of a new or vacant post and categorise it as a post where one or more the following apply:-

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

Standard 154 of the Welsh Language Standards requires this Council keep a record, in relation to each financial year of the number of new and vacant posts categorised in accordance with Standard 136.

Standard 170 requires this Council to produce a report in relation to each financial year which should include the following information:-

- The number of new and vacant post that were advertised during the 16/17 financial year which were categorised in accordance with Standard 136:-
 - 30 (5%) New or vacant posts were categorised as Welsh language skills are essential;
 - 12 (2%) New or vacant posts were categorised as Welsh language skills need to be learnt when appointed to the post;
 - 365 (65%) New or vacant posts were categorised as Welsh language skills are desirable;
 - 159 (28%) New or vacant posts categorised as Welsh language skills are not necessary.

[Teaching staff and teaching assistant staff posts were recorded]

APPENDIX 4

Standard 147 of the Welsh Language Standards requires this Council to keep a record in relation to each financial year of the number of complaints received relating to our compliance with the standards.

Standard 158 requires this Council to produce a report in relation to each financial year of the number of complaints received during the 16/17 financial year which related to our compliance of the service delivery standards with which we are under a duty to comply during that year.

Standard 164 requires this Council to produce a report in relation to each financial year of the number of complaints received during the 16/17 financial year which related to our compliance of the policy making standards with which we are under a duty to comply during that year.

Standard 170 requires this Council to produce a report in relation to each financial year of the number of complaints received during the 16/17 financial year which related to our compliance of the operational standards with which we are under a duty to comply during that year.

- Pembrokeshire County Council received:-
 - 4 complaints against the non-compliance of the service delivery standards during the 16/17 financial year
 - No complaints against the non-compliance of the policy making standards during the 16/17 financial year
 - No complaints against the non-compliance of the operational standards during the 16/17 financial year