



PEMBROKESHIRE COUNTY COUNCIL

WELSH LANGUAGE STANDARDS ANNUAL REPORT 18/19

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 duties resulting from the standards mean that Pembrokeshire County Council must not treat the Welsh language less favourably than the English language and must promote and facilitate the use of the Welsh 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 125,000. Of these 21,300 (17%) are aged under 16, and 31,500 (25%) are aged 65 and over. Around 73% of the population aged 16-64 are in employment – 21% 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 6,100 staff. The wide range of work is covered across five Directorates:-

- ✓ Chief Executive Office
- ✓ Resources
- ✓ Community Services
- ✓ Social Services
- ✓ 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. We provide a wide range of services for our customers. Schools, social care, libraries, road maintenance and leisure centres are just some of our many services. The Council's Headquarters is in County Hall in Haverfordwest but we also operate Customer Service Centres at Haverfordwest and Pembroke Dock where the public can make payments and make enquiries. In addition other services are delivered from 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
- The requirement to use both Welsh and English website addresses on communication or marketing material. www.sir-benfro.gov.uk
www.pembrokeshire.gov.uk
- 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 notices

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 document ***Supplementary Information for Managers and Senior Officers*** provides guidance on the specific service delivery aspects of the Welsh Language Standards that Managers need to be aware of and are 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 of the Welsh Language Standards.

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.

Officers are referred to the Welsh Language Commissioner's website which includes publications which hold advice on contracting out our services to a 3rd party:

Bidding for contracts – Welsh language considerations.

Contracting out Public service contracts – Welsh language considerations.

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 **Welsh Language page** has been introduced on the home page of the Council's internal website (the intranet). 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.
- A comprehensive Welsh language skills training programme
- The Welsh language training needs analysis (TNA)
- Advice and guidance on all aspects of recruitment, wellbeing and employment of staff

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).
-
- *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 corporate integrated impact assessment tool takes 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”.

The Supplementary Information for Managers and Senior Officer refers to the Welsh Language Commissioner's publications/advice on the Welsh language considerations when contracting and monitoring 3rd party services.

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 **Welsh language page** has been introduced on the home page of the Council's internal website (the intranet). 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.
- The Welsh Language Training Needs Assessment

- Advice and guidance on all aspects of recruitment, wellbeing and employment of staff

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. It covers specific areas that managers need to be aware of and are required to disseminate to relevant staff within their individual departments.

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 are aware:

- 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 designated 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.

- Are to be advised that arrangements will be made to provide simultaneous translation at an interview where the use of Welsh has been requested.
- that the corporate employee requisition forms have been amended to include Welsh language skills requirement of vacant posts. A record, in relation to each financial year of the number of new and vacant posts categorised as above is maintained by Human Resources.
- 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 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.

The Council is undertaking a full training needs analysis of the Welsh Language Skills of its staff and provides a comprehensive 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.

Standard 129 requires the Council to provide training (through the medium of Welsh) on using Welsh effectively in meetings/interviews/complaints (grievance) and disciplinary procedures. We established a task and finish group in order to discuss the training requirements of staff who held Welsh language skills level 4 and 5. Workshops were set up accordingly. Bespoke department specific training is also available.

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.

- 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.

PROMOTION OF OUR WELSH LANGUAGE SERVICES

The Council's 5 years strategy sets out how we propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in Pembrokeshire. A copy is available on the council's website www.pembrokeshire.gov.uk/wls.

The Council has taken steps to increase the use of Welsh language services by the community:

- Customers are advised of the availability of their right to use the Welsh language at a meeting if that is their choice and simultaneous translation service will be available at those meetings. A corporate statement has been introduced for use on all such invitations when arranging meetings:

You are welcome to use the Welsh-language. If you would like to do so, you will need to inform us a minimum of five working days in advance of the meeting.

Mae croeso i chi ddefnyddio'r iaith Gymraeg. Os hoffech wneud hynny, bydd angen i chi roi gwybod i ni o leiaf bum diwrnod gwaith cyn y cyfarfod."

Organisers of the meeting will ensure that simultaneous translation is in place at a meeting where the use of the Welsh language has been requested.

- The Auto Corporate statement on our letterheads confirms that:

We welcome correspondence in Welsh and English, and will respond within a maximum of 15 working days. We will respond in the language in which the correspondence is received (unless you ask us to do otherwise)

Rydym yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn ymateb cyn pen 15 diwrnod gwaith fan bellaf. Byddwn yn ymateb yn yr un iaith â'r gohebiaeth a dderbyniwyd (oni bai eich bod yn gofyn i ni wneud yn wahanol).

- The following bilingual email signature, automatically appears at the foot of all our external emails:

Pembrokeshire County Council / Cyngor Sir Penfro
Phone Number/ Rhif ffôn: 01437 764551:
Email/E-bost: enquiries@pembrokeshire.gov.uk / ymholiadau@sir-benfro.gov.uk

We welcome correspondence in Welsh and English and will respond within a maximum of 15 working days. We will respond in the language in which the correspondence is received (unless you ask us to do otherwise).

Rydym yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn ymateb cyn pen 15 diwrnod gwaith fan bellaf. Byddwn yn ymateb yn yr un

iaith â'r ohebiaeth a dderbyniwyd (oni bai eich bod yn gofyn i ni wneud yn wahanol)

- There is a corporate requirement to use both Welsh and English website addresses on communication or marketing material. www.sir-benfro.gov.uk; www.pembrokeshire.gov.uk
- The bilingual automatic acknowledgment received by the sender on contacting the council via enquiries@pembrokeshire.gov.uk/ymholiadau@sir-benfro.gov.uk promotes both the Welsh and English website:

Thank you for contacting Pembrokeshire County Council.
Your email has been logged and will be passed to the relevant department who will deal with your enquiry.
If your council enquiry is an emergency please call us on **01437 764551**.
Information may also be obtained via our website
www.pembrokeshire.gov.uk

Diolch am gysylltu â Chyngor Sir Penfro.
Cofnodwyd eich e-bost a chaiff ei basio ymlaen i'r adran berthnasol a fydd yn delio gyda'ch ymholiad.
Os yw eich ymholiad i'r cyngor yn un brys, ffoniwch **01437 764551**.
Gellir cael gwybodaeth hefyd ar ein gwefan www.sir-benfro.gov.uk

- The following automatic message is heard by callers to the Council's main line which promotes both the Welsh and English website.

'Mae'r llinellau i gyd yn brysur ar hyn o bryd ond byddwn yn ceisio ateb eich galwad mor fuan â phosibl. Am wybodaeth ar wasanaethau'r Cyngor ac i dalu biliau'r Cyngor ar-lein, ewch i www.sir-benfro.gov.uk neu anfonwch e-bost at ymholiadau@sir-benfro.gov.uk

'All lines are currently busy. We will endeavour to answer your call as quickly as possible. For information on Council services and to pay Council bills online visit www.pembrokeshire.gov.uk or send your email enquiry to enquiries@pembrokeshire.gov.uk

- A corporate statement is held on the landing pages of libraries and leisure centre with regard to the availability of courses through the medium of Welsh:

"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".

"Er mwyn rhedeg cwrs mae angen isafswm o bobl i gymryd rhan. Ein nod yw darparu cyrsiau dwyieithog ble mae'n ymarferol bosibl. Pan fyddwch yn

gofyn am gymryd rhan mewn cwrs, byddwn yn gofyn i chi os hoffech chi gymryd rhan yn Gymraeg yn unig. Byddwn yn darparu cyrsiau mewn Cymraeg yn unig pan fydd y niferoedd wedi cyrraedd yr isafswm sydd ei angen i redeg cwrs.”

- The policy on awarding grants and the applications forms require applicants to state how they will use the grant to promote the Welsh language.
- 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.

5 YEAR STRATEGY

Standard 145 of the Welsh Language Standards (no.1) Regulations 2015 requires that this Council produces, and publishes on its website a 5-year strategy that sets out how we propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in Pembrokeshire.

The strategy was prepared within the broader policy framework and context provided by various strategies (including the Welsh in Education Strategic Plan) and initiatives adopted or being developed by Pembrokeshire County Council.

The Council's 5 years strategy sets out how we propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in Pembrokeshire. A copy is available on the council's website www.pembrokeshire.gov.uk/wls.

The strategy was approved by Cabinet on the 12th February 18.

Standard 146 requires that this Council, five years after publishing the strategy assess to what extent it has followed that strategy and has reached the targets set.

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.)

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.

- B. 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.

- C. 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.

D. 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 18/19 financial year.

The results of the ongoing Training Needs Analyses shows 1685 members of staff have completed the Welsh Language training Needs Self-assessment of which 870 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 18/19 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.

26 employees attended the above training courses offered by the Council in Welsh which is .98% of the total number of employees attending the course who attended that version.

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 18/19 financial year which were categorised in accordance with Standard 136:-
 - 51 New or vacant posts were categorised as Welsh language skills are essential;
 - 23 New or vacant posts were categorised as Welsh language skills need to be learnt when appointed to the post;
 - 311 New or vacant posts were categorised as Welsh language skills are desirable;
 - 117 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 18/19 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 18/19 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 18/19 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:-
 - 3 complaints against the non-compliance of the service delivery standards during the 18/19 financial year
 - no complaints against the non-compliance of the policy making standards during the 18/19 financial year
 - no complaints against the non-compliance of the operational standards during the 18/19 financial year