Swansea Council

Welsh Language
Annual Report
2018 - 2019

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1. Introduction and Background

This is the third Annual Report since standards became effective and provides an overview of the activity of the 12 month period to 31st March 2019 and an appraisal of where the authority finds itself in relation to its implementation of the standards. The appendices provide some detail concerning the specific implementation of the standards in Swansea.

Since 30th March 2016 all local authorities in Wales have had a statutory duty to comply with the Welsh Language (Wales) Measure (2011) and with the Welsh Language Standards imposed by the Measure through sub-legislation (Welsh Language Regulation Standards).

The standards issued to the City and County of Swansea are listed in a Compliance Notice -Section 44 Welsh Language (Wales) Measure 2011. A copy of these standards is available on the council's public website at: https://www.swansea.gov.uk/cymraeg and https://www.abertawe.gov.uk/cymraeg

This notice, agreed with the Office of the Welsh Language Commissioner, is the current document governing our compliance.

The intention of the standards is:

- to ensure that organisations treat the Welsh language no less favourably than the English language
- to promote and facilitate the use of the Welsh language (making it easier for people to use in their day-to-day-life).

Standards aim to:

- make it clear to organisations what their duties are in relation to the Welsh language
- make it clearer to Welsh speakers about the services they can expect to receive in Welsh
- make Welsh language services more consistent and improve their quality.

Swansea Council is required to comply with **163 standards across 5 categories** as shown in table 1, below:

Table 1: Standards for compliance by Swansea Council

Swansea Council		
	Categories	Number of Standards
1	Service Delivery standards	86
2	Policy Making standards	16
3	Operational standards	51
4	Promotional standards	2
5	Record Keeping standards	8
	Total	163

2. Overview of 2018-2019

Good progress has continued to be made on implementing the Welsh language standards during the year and general feedback indicates that officers are more educated and much more aware of the need for compliance than they were previously.

The Authority has continued to commit to the annual "CROESO" event to celebrate St. David's Day on the weekend nearest 1st March. (see section 3ch: Promotional Standards for more details of this year's event).

The Welsh language service on the Council's main telephone number is popular with Welsh speakers with a number of callers commenting on how good it is to be able to speak Welsh first when contacting the authority by phone. In addition, many good relationships are being made between our regular welsh callers and our team of welsh language call handlers. A significant number of Welsh speakers too have chosen to access other Welsh language departmental telephone lines (see section 3a Service Delivery Standards for details).

The priority continues to be concentrating on Service Delivery standards as they are greatest in Number (86) as well as the most visible to the public. Work also continues to progress on the Operational Standards particularly as they apply to the requirements in relation to the authority's workforce.

3. The operation of Standards

Responsibility for our compliance with the Welsh language standards rests with the Corporate Management Team with Heads of Service implementing their own local procedures.

Each service area has a Welsh language Champion as the main channel for information (inward and outward) relevant to their work areas and practices.

Our Customer Service Manager, who is a welsh language speaker, is the general point of contact for Welsh language issues raised externally – whether by individuals, the Office of the Welsh Language Commissioner or elsewhere. She also provides advice and guidance internally on implementation of and compliance with the standards.

Definitive information and decisions about the standards have been communicated, in addition to the Champions, to each Head of Service – who has the responsibility for compliance within their own area.

In November 2018 the authority received the findings of the Welsh Language Commissioner's Assurance Report 2017-18 "A Measure of Success" and details of findings in relation to Swansea Council can be found in **Appendix a)**

The Welsh Translation Unit

Since the Unit moved under Customer Services in April 2018 a review of demand has been undertaken and new ways of working are being introduced to enable translation

requirements to be scheduled and prioritised in an efficient manner from across the whole Council.

Raising awareness, better communication and marketing the service is having a positive effect and working more closely with Service Areas on an annual calendar will resolve some of the problems that can occur at certain times of the year when multiple deadlines coincide. Should the Unit find itself in a position where they are unable to meet demand for translation, proof reading or simultaneous translation, then they will send work externally via members of the Cymdeithas Cyfieithwyr Cymru.

During 2018-19, the Translation Unit translated 3.25 million words, which represents a decrease of 14.4% over 2017-18. Simultaneous translation by the Unit at meetings have also decreased over the past year with 148 hours being recorded during 2018–19, a decrease of 13.7% on the previous year. The improved communication between the Unit and the Service Areas has resulted in a better understanding of what needs to be translated and also increased use of the handy guides for smaller items is proving beneficial.

3a. Service Delivery Standards

Email addresses

Since February 2018 all individual and departmental email addresses have been available in English and Welsh so that Welsh speaking residents and others are able to make contact via the Welsh address. Staff are expected to place their @swansea.gov.uk and their @abertawe.gov.uk address in their email signature. In addition, all external emails have an automated bilingual footnote which includes:

Croesewir gohebiaeth yn y Gymraeg a byddwn yn ymdrin â gohebiaeth Gymraeg a Saesneg i'r un safonau ac amserlenni.

We welcome correspondence in Welsh and will deal with Welsh and English correspondence to the same standards and timescales.

Telephone

During the last financial year 2343 callers to the Corporate Call Centre chose the option to speak to the Council in Welsh which was 1.31% of the 178,814 calls received.

The number of customers who accessed the services of the Revenues and Benefits Department of the Council in Welsh by telephone in the reporting period was 1565, a slight decrease on the previous year. Total contact by telephone was 133,704 calls therefore the percentage of Welsh calls totalled 1.17%.

Information, Advice & Assistance lines for both Adults and Child & Family both have a dedicated Welsh language option set up, however, their system does not gather the call data. Staff inform based on their experience, that they have approximately 20 calls per month in Welsh.

The number of calls to the Welsh Language employment services telephone line in the 2018/19 financial year was 559, representing an increase on 200 calls from the previous

year showing that our staff who are welsh speakers and learners enjoy being able to use their language of choice when communicating with their employer.

The council is currently in the process of implementing a new telephone system and whilst there may be some disruption to statistical data for 2019/20, this should be resolved when the system is up and running fully.

Mwy Na Geiriau: More than Just Words:

Whilst the Welsh language standards apply across all areas of the authority's operation, Swansea Council, in addition, is committed to taking forward Mwy na Geiriau / More than just words – the Welsh Government's strategic framework for Welsh language services in health, social services and social care.

Summary of progress

- Mwy Na Geriau – 3 year Strategic framework for Health and Social Care ended in March 2019, following Year 3.
- Independent evaluation of progress taking place by Welsh Government.
- No report required by Local Authorities this year.
- Year 3 objectives focusing on Workforce Development
- Focus in Swansea on embedding change as business as usual:
- Awareness of statutory requirements/ WL standards- active offer, matching resources to need, public Information, working with providers/ SC workforce Development.
- Improved arrangements at front door to ensure active offer can be implemented on a daily basis.
- Regional/ collaborative working via Mwy Na Geriau Regional forum for Cwm Taff and ABM (Western Bay)- quarterly meetings to Sept. 2019
- New scheme being drafted by Welsh Governement, with possible launch in May/ June 2019.
- Swansea Council WL Champions meetings
- Training Programme, including Gwaith Cymraeg
- DEWIS Cymru roll out
- Translation Unit- in house, under Corporate front door

Future priorities

- Implementation of WCCIS to support active offer
- Recruitment and retention of Welsh speakers (fluent)
- Updating –population assessment
- Training programme / workforce Development linked to review of arrangements
- New regional arrangements to support implementation of updated framework
- Coaching /mentoring to improve confidence and fluency among staff

3bi Policy Making Standards

All Policy Making decisions are subject to the authority's corporate Equality Impact Assessment process, which considers the potential effect which the initiative may have on Equality issues.

While based on the requirements of the Public Sector Equality Duty (under the Equality Act (2010)) our particular EIA process has broadened the set of parameters to include specific mention of the Welsh Language Standards and our requirements to meet them. Associated guidance reinforces these requirements. Whilst understanding of the standards has increased generally, officers often require explanation and support when completing the Welsh language element of an EIA. One common issue is a failure to discuss proposals with Welsh speakers in the community.

Supplementary policy making standards

3bii Complaints

Complaints in relation to the Welsh Language and /or complaints received in the Welsh Language about any aspect of service delivery are dealt with according to the authority's corporate complaints policy which is published on the Council's external website https://www.swansea.gov.uk/cymraeg

During the reporting period 1st April 2018 -31st March 2019 we received 11 new complaints via the Office of the Welsh Language Commissioner in relation to service provision under the Welsh Language Standards and 4 complaints directly to our corporate complaints department in relation to the Welsh Language.

It must be noted that complaints initiated via the Office of the Welsh Language Commissioner are progressed in line with their own standards and timescales which take priority over our normal (published) response times.

Details of open complaints along with complaints that were not closed at the end of the previous reporting period are shown in the table in **Appendix b)**

Complaints on-going at the end of the reporting period will be included in the next annual report.

3c Operational standards

Operational Standards that relate to the use of Welsh within the internal functions of an organisation including the relationship between the authority and its employees (including during recruitment and appointment), through:

- Encouraging and assisting staff to use their Welsh language skills as part of their normal day-to-day work
- Providing a supportive framework for staff to improve and develop their Welsh language skills.

The Human Resources department commissioned the translation of all policies and procedures as directed under the standards and these are available to any member of staff requesting them as well as on the council's website.

Access to software to assist staff in the use of Welsh (e.g. MSOffice spell checking and grammar checking; and automatic translation) is available as a standard add-on.
StaffNet has a 'Welsh Language' section http://www.swansea.gov.uk/staffnet/welsh which contains supporting resources for staff using the Welsh language in their work, which includes:

- An overview of the Standards, including information on the role of the Welsh Language Commissioner

- An on-line Welsh language awareness course developed to provide some social and historical context to the Welsh language and its place in modern society.

- Handy Guides, each giving a quick guide to a specific area of the standards, e.g:

    - telephone calls
    - emails
    - organising meetings
    - design of signs
    - Welsh Translation Services

- Standard Translations which have been expanded in 2018/2019 and are now searchable on Staffnet:

    - to assist with production of standard information with small amounts of variable data, e.g.
    - dates, times, venues
    - automatic (out of office) messages
    - standard ad hoc signs

- Guide to bilingual social media - rules for publicising events and other information on Twitter, Facebook and other social media.

- Details of Welsh language tuition and practice sessions, including external courses listed on the http://www.swansea.ac.uk/learnwelsh/ website

- Regular external social events via the Menter Iaith Abertawe website

- Welsh language training for staff - initially targeted towards front-line staff in areas with an identified insufficiency of Welsh-speakers.

- Details of service area Welsh language champions

Staff usage of Welsh resources on Staffnet

In total, there were 8467 page views from 1 April 2018 - 30 March 2019 on the Welsh resource pages on the staff intranet (Staffnet).

The top five pages are in the table below:

Tudalen ar Staffnet (1 Ebrill 2018 - 30 Mawrth 2019)	Page views
/staffnet/welshtranslations	2484
/staffnet/learnwelsh	860
/staffnet/article/43626/7-essential-Welsh-checks-YOU-need-for-your-job story	789
/staffnet/welshguides	785
/staffnet/requestforwelshtranslation form	716

There were also:

- 1040 searches on Staffnet e.g. for 'Get something translated into Welsh' and 'Welsh language'

- 140 clicks on links to external Welsh Language resources like saysomethinginwelsh.com and learnwelsh.cymru

Staff and Welsh Language Skills

Data supplied by staff (as of 31st March 2019) and held on the system can be seen in the following tables:

	Understand spoken welsh	Speak Welsh	Read Welsh	Write Welsh	Learning Welsh	Willing to use in course of your work
Yes	234	178	265	251	165	342
No	38	30	30	29	29	238
Not Stated	467	531	444	459	535	110
Preferred not to say	0	0	0	0	0	49
Total	739	739	739	739	739	739

New and Vacant Posts

The table below gives a summary of the number of new or vacant posts advertised by the authority and indicates the levels of Welsh Language Skill required for the role. Level 1 being the most basic level of understanding and Level 5 the most advanced.

Welsh Language skill level required	Number of new and vacant posts advertised
Level 1	188
Level 2	5
Level 3	0
Level 5	1
Not Required	158
Desireable	54
To be Learned	2

Staff Training

The following training took place during the reporting period:

Work Welsh Online Taster Course
Free 10 hour course introducing everyday greetings and phrases
Take up in January 2019
Enrolled on course: 39
Completed the course: 1
Not started the course: 15
Currently undertaking the course: 23

Cwrs Mynediad (Council funded)
Beginners level course over 2 years
24 Initial attendees
14 Dropped out
Intention to run 2nd year course from remaining 10 participants
Intention to launch a new 1st year course

Cwrs Sylfaen (Gwaith Cymru – Govt funded)
Foundation level course for adults to help extend skills from beginners level
10 initial attendees
7 dropped out
1 requesting to continue

Cwrs Mynediad (Gwaith Cymru – Govt funded)
Beginners Intensive Welsh Course
26 initial attendees
17 dropped out/ continued participation refused
4 continued to participate - but insufficient numbers to run

Out Corporate Management Team (CMT) are currently looking at how we can continue to strengthen the Welsh language service and language services generally offered by the Council by providing basic language training for front-line staff as agreed in our 'Delivering a Successful & Sustainable Swansea Corporate Plan 2018/22.

Lanyards/Badges

Our compliance notice dictates that Welsh speaking reception staff should be provided with 'Iaith Gwaith' lanyards and badges to identify themselves to members of the public. All Welsh speaking staff have access to a "Iaith Gwaith" Lanyard and Welsh Learners are able to wear "Welsh Learner" lanyards.
As a consequence, Welsh speaking members of staff have been able to identify other Welsh speakers and start conversations in Welsh. In some cases people had worked together for a number of years without recognising this. As a result, there is more of an opportunity for informal (and wider) conversations in Welsh, thus normalising the use of Welsh in the work environment.

Staff Communication

Although communication issued centrally and sent to groups of staff would be in English (as is permissible under the standards), Welsh speaking staff are increasingly contacting other known Welsh speakers by email or telephone in Welsh. The introduction of Skype for

Business has also meant that staff can instant message other welsh speakers to practice their written welsh as well in a more informal setting, giving them the confidence and development opportunity to practice and improve

With an increasing emphasis on "Agile" working, a new agile area is being developed which will have one section designated for Welsh Speaking staff to sit together should they so wish in the knowledge that they can speak Welsh to those around them.

Meetings

During internal meetings, particularly those of a more formal nature, pre-booked simultaneous translation is available to allow those attending to contribute in Welsh.

When meeting with external agencies who wish to deal with the authority through the medium of Welsh, wherever possible (and with prior warning) suitably qualified Welsh speakers would attend on behalf of the authority to allow all or as much of the meeting as possible to proceed in Welsh.

Visibility

All of the above initiatives have increased and improved the visibility of the Welsh language throughout most areas' operations and encouraged its use both informally and in the work setting.

3ch Promotional standards

The Authority continued with the annual "CROESO" event to celebrate St. David's Day which was held on the 1-2 march 2019.

It was free to attend and included many popular events. Over the two days, in the stage content 11 out of 23 acts performed in Welsh and the stage hosts on both days announced bilingually. We had bilingual chefs presenting in the Cookery Demonstration Marquee with a radio host also doing the introductions bilingually. Recipe cards issued to the audience were also bilingual.

In the Cwtch Marquee, there were bilingual story telling sessions and a soft play area with welsh speaking staff. The marquee also included information stalls/stands for the following groups:

- Menter Iaith Abertawe
- Merched y Wawr
- Cymraeg i blant
- Siop Ty Tawe
- Learning Welsh/Swansea Bay Area

In addition, the Arts & Crafts bus offered welsh themed arts and crafts bilingually, with the street entertainers also speaking in welsh to visitors. The two stages also had a mix of welsh language and welsh themed performers. The event was so successful that on review, we believe that we will need to look at expanding some areas such as the Cwtch marquee for 2020.

3.d Welsh Medium Education

The future development of the Welsh language in the area and beyond is fundamentally linked with Welsh Medium Education and this aspect is dealt with specifically in the council's Welsh in Education Strategic Plan.

There are 11 Welsh medium primary schools feeding into the two secondary schools – Ysgol Gyfun Gŵyr and Ysgol Gyfun Gymraeg Bryn Tawe.

Currently the number of students attending Welsh medium education in the three age ranges and the overall percentage of each range which these figures is outlined in the tables below. They show that both the number of students receiving Welsh medium education and the overall percentage continues to increase.

2018-2019

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	22147	3306	**14.9%**
Y7-11	12246	1503	**12.3%**
Y12-Y13	1318	273	**20.7%**
Total	**35711**	**5082**	**14.2%**

2017-2018

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	22383	3271	14.6%
Y7-11	12210	1428	11.7%
Y12-Y13	1317	280	21.3%
Total	**35910**	**4979**	**13.9%**

In GCSE Welsh First Language, over 89.1% in 2018 of students attain grades A*- C, and numbers entering this subject have increased steadily in the seven years up to 2018.

In the GCSE Welsh Second Language (full course) over 85.7% in 2018 attain grades A*- C and numbers entering the subject have increased in the six years since 2012 from 239 entries (9.2%) to 863 entries (36.8%) in 2018. The increase in entries is due partly to the pending withdrawal of the short course option in this subject, with all entries being full course from 2019.

Performance in Welsh is also strong in key stages 2 and 3.

In key stage 2, the percentage of pupils in year 6 attaining level 4 or higher in Welsh First Language has improved from 91.2% in 2013 to 95.5% in 2018. The equivalent improvement for Welsh Second Language over the same period was from 67.5% to 78.2%.

In key stage 3, the percentage of pupils in year 9 attaining level 5 or higher in Welsh First Language has improved from 87.6% in 2013 to 95.9% in 2018. The equivalent improvement for Welsh Second Language over the same period was from 73.1% to 83.3%.

Overall Welsh is performing well as a subject in Swansea.

3dd Record Keeping Standards

These standards concern ensuring that data is maintained and reported upon in line with the requirements of the standards to illustrate the authority's compliance with the standards. This includes the production of this annual report.

Appendix a) - Findings of monitoring work in relation to the organisation in 2017-18

The report is based in part on the findings of the Commissioner's monitoring work in 2017-18. A series of mystery shopper and desktop research exercises were conducted in order to test how the standards are being implemented in practice. Information about the methodologies used for this work is available in an appendix to the Assurance Report.
The table in Appendix 1 shows a) organisations' general performance in these exercises, and b) presents Swansea Council's performance for comparison.

	General Performance (Table A)	**The organisations' performance (Table B)**
Telephone	The receptionist greeted the caller in Welsh in 89% of calls. The organisation made the caller aware that a Welsh language service was available at the start of 86% of calls. 90% of the organisations that are required to ensure that phone calls are dealt with entirely in Welsh succeeded in doing so. 98% of automated services offered Welsh language options. Callers had to ask for a Welsh language service during 19% of calls. The organisation's attitude towards the caller's attempt to use Welsh was positive during 86% of calls.	The receptionist greeted the caller in Welsh in 3 of 3 calls. The organisation made the caller aware that a Welsh language service was available at the start of 3 of 3 calls. The enquiry was dealt with entirely in Welsh in 3 of 3 calls. 3 of 3 automated services offered Welsh language options. Callers had to ask for a Welsh language service during 3 of 3 calls. The organisation's attitude towards the attempt to use Welsh was positive during 3 of 3 calls.
Reception	A Welsh or bilingual greeting was received at 39% of visits to receptions. A basic enquiry in Welsh received a reply in Welsh in 37% of instances. At 60% of visits to receptions a sign was seen that indicated that visitors could use Welsh. At 46% of visits, Welsh-speaking staff wore a badge indicating that they could speak Welsh.	A Welsh or bilingual greeting was received at 0 of 3 visits to receptions. A basic enquiry in Welsh received a reply in Welsh at 1 of 3 visits. At 2 of 3 visits to receptions a sign was seen that indicated that visitors could use Welsh. At 0 of 3 visits, Welsh-speaking staff wore a badge indicating that they could speak Welsh.

Signs	82% of the signs viewed were available in Welsh. 15% of signs treated the Welsh language less favourably than the English language. The Welsh text was likely to be read first on 67% of signs.	3 of 3 signs viewed were available in Welsh. 0 of 3 signs treated the Welsh language less favourably than the English language. The Welsh text was likely to be read first on 1 of 3 signs.
Correspondence	Enquiries that received a reply (in any language): ○ 75% of Welsh e-mail enquiries / 80% of English e-mail enquiries; ○ 51% of Welsh Facebook enquiries / 49% of English Facebook enquiries. Enquiries that received a reply in Welsh: ○ 93% of Welsh e-mail enquiries; ○ 95% of Welsh Facebook enquiries. Average time taken to reply: ○ Welsh e-mails – 2.1 days / English e-mails – 1.8 days; ○ Welsh Facebook enquiries – 1.2 days / English Facebook enquiries – 0.8 days. Replies that answered the enquiry fully: ○ 92% of Welsh e-mail enquiries / 97% of English e-mail enquiries; ○ 96% of Welsh Facebook enquiries / 98% of English Facebook enquiries. Replies that included additional information or documentation: ○ 30% of Welsh e-mail enquiries / 49% of English e-mail enquiries; 33% of Welsh Facebook enquiries / 60% of English Facebook enquiries. Replies that included a statement about contacting the organisation in Welsh: ○ 57% of Welsh e-mail enquiries / 53% of English e-mail enquiries; ○ none of the replies to Facebook enquiries. Replies that treated the Welsh language less favourably than the English language (appearance / format / prominence): ○ 13% of Welsh e-mail enquiries; none of the Welsh Facebook enquiries.	Enquiries that received a reply (in any language): ○ 3 of 3 Welsh e-mail enquiries / 3 of 3 English e-mail enquiries; ○ 3 of 3 Welsh Facebook enquiries / 3 of 3 English Facebook enquiries. Enquiries that received a reply in Welsh: ○ 3 of 3 Welsh e-mail enquiries; ○ 3 of 3 Welsh Facebook enquiries. Average time taken to reply: ○ Welsh e-mails – 2 days / English e-mails – same day; ○ Welsh Facebook enquiries – same day / English Facebook enquiries – same day. Replies that answered the enquiry fully: ○ 3 of 3 Welsh e-mail enquiries / 3 of 3 English e-mail enquiries; ○ 3 of 3 Welsh Facebook enquiries / 3 of 3 English Facebook enquiries. Replies that included additional information or documentation: ○ 2 of 3 Welsh e-mail enquiries / 2 of 3 English e-mail enquiries; 3 of 3 Welsh Facebook enquiries / 3 of 3 English Facebook enquiries. Replies that included a statement about contacting the organisation in Welsh: ○ 3 of 3 Welsh e-mail enquiries / 3 of 3 English e-mail enquiries; ○ 0 of 6 Facebook enquiries. Replies that treated the Welsh language less favourably than the English language (appearance / format / prominence): ○ 0 of 3 Welsh e-mail enquiries; 0 of 3 Welsh Facebook enquiries.
Self Service Machines	100% of the self-service machines that were tested operated fully in Welsh. 54% of the self-service machines made an active offer with regard to using Welsh.	1 of 1 self-service machine tested operated fully in Welsh. 1 of 1 self-service machine made an active offer with regard to using Welsh.

Meeting & Events	For only 2 of the 10 public meetings attended had organisations stated in promotional material that people were welcome to use Welsh during the meeting. At only 5 of the 10 public meetings attended was a simultaneous translation service available. At only half of meetings where written material was displayed was such material displayed in Welsh. At public events, written material had been displayed in Welsh 76% of the time, but audio announcements were made in Welsh at only 18% of applicable events.	The council was not part of the survey
Promotional Material	78% of posters were available in Welsh. 79% of leaflets were available in Welsh. 60% of videos were available in Welsh.	1 of 1 poster was available in Welsh. 1 of 1 leaflet was available in Welsh. 0 of 1 video was available in Welsh.
Rules, Forms & Official Notices	70% of rules were available in Welsh. 79% of forms were available in Welsh. 69% of official notices were available in Welsh. 9% of official notices displayed the welsh text first	2 of 2 sets of rules were available in Welsh. 2 of 2 forms were available in Welsh. 2 of 2 official notices were available in Welsh.
corporate identity (i.e. logos)	88% of organisations had a Welsh language corporate identity. 12% of logos that appeared in Welsh treated the Welsh language less favourably than the English language.	3 of 3 examples of the organisation's corporate identity were available in Welsh. 0 of 3 examples of the organisation's corporate identity treated the Welsh language less favourably than the English language.
Apps	On 62% of the apps viewed, all of the pages tested (a maximum of 10) were available in Welsh, with a further 14% available partly in Welsh. 89% of the apps that were available in Welsh made an active offer with regard to using Welsh. 25% of the applicable apps that were available in Welsh treated the Welsh language less favourably than the English language when publishing material (such as information sheets, videos, or audio clips).	The council was not part of the survey

| Annual reports (no. 1 regulations)/Apps | On 12/07/2018, 21 of 26 organisations had published an annual Welsh language standards report, and a small minority were still in draft form. Two further reports were received by e-mail, without having been approved.

Of the 23 reports checked:

• 23 had reported on the number of complaints;
• 23 had reported on the number of staff with Welsh language skills;
• 19 had reported fully on the number of new and vacant posts categorised as ones requiring Welsh language skills;
14 had reported on the number of staff who had attended specific training courses offered in Welsh, although some had not reported fully. | On 12/07/2018, the organisation had published an annual Welsh language standards report.

The report:

• included the number of complaints;
• included the number of staff with Welsh language skills;
• reported partially on the number of new and vacant posts categorised as ones requiring Welsh language skills;
included the number of staff who had attended specific training courses offered in Welsh. |

Appendix b) Complaints regarding compliance with standards 2018-2019

Ref	Complaint	Date Rec'd	Response	Last Action	Status
CSG311	Welsh email sent, English response received	15/1/2018	SC advised that officer had originally responded bilingually but then reverted to English as he was under the impression that was acceptable	WLC confirmed 4 enforcement steps required as follows: Process for handling welsh correspondence and guidance for staff Raise awareness with staff Make a formal apology to complainant Provide evidence that steps 1-3 have been completed	**Closed** All actions completed
CSG318	Parking Meters not treating languages equally as button had to be pressed to access welsh	19/06/2018	SC confirmed that all parking meters show as per complaint	WLC confirmed enforcement steps required	**Closed** Parking meters changed to welsh language option first from 17/6/19
CSG352	Welsh email sent, no response received	27/6/2018	SC advised due to demand to this particular address that responses may not have been received in either language	WLC confirmed enforcement steps required follows: SC must take steps to ensure that welsh correspondence is answered and provided sufficient written evidence to the WLC that this has been completed.	**Ongoing** Next actions by SC due by 1/8/19
CSG437	Hand written 'no entry sign' not spelt correctly in welsh with font different sizes in both languages	23/10/2018	SC advised that it was an emergency situation and the sign was manually written but immediately removed once reported and officer reminded of welsh standards	WLC responded advising that they were satisfied with steps taken and that an investigation would be therefore be disproportionate	**Closed** No further investigation or action required
CSG470	Consultation Document Ysgol Gynradd Felindre	11/12/2018	Letter sent by SC requesting further clarification	Awaiting next response from WLC	**Ongoing**
CSG482	Planning Portal not operating fully in Welsh	09/01/2019	SC advised that it did not agree with the complaints raised as	Awaiting next response from WLC	**Ongoing**

			testing showed no anomalies		
CSG484	Only one person on welsh line, call not answered at FPC and English letters received	10/01/2019	SC confirmed in the evidence response that it agreed and disagreed with elements of the complaint	Awaiting next response from WLC	**Ongoing**
CSG457	Requirement to press 'Cymraeg' to access website in Welsh	21/01/2019	SC advised that they have a separate welsh language website www.abertawe.gov.uk /preswylwyr	WLC confirmed no investigation to undertaken.	**Closed** No further action required
CSG492	Welsh sign spelt incorrectly	28/01/2019	Evidence sent advising that a contractor had erected the sign which was removed immediately and contractor advised of requirements to comply with welsh standards	WLC responded advising that they were satisfied with steps taken.	**Closed** No further investigation or action required
CSG499	Welsh email responded to in English	22/03/2019	Evidence sent confirming that Welsh Marketing email was sent to English speaking council officer. Officer used that email to reply regarding different matter in English	Awaiting next response from WLC	**Ongoing**
CSG504	Welsh form completed but English response received	15/02/2019	No request for further evidence received	WLC have already considered a previous similar complaint, not investigating further	**Closed** No further investigation, recommendation noted and acted upon.
CSG521	Issues regarding visit to speak in Cabinet meeting against school closure	22/3/2019	Evidence letter sent confirming that the Council does not agree with complaint raised for reasons as noted	Awaiting next response from WLC	**Ongoing**

Key   SC – Swansea Council, WLC – Welsh Language Commissioner