Swansea Council

Welsh Language Annual Report 2019-2020

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APPENDICES

1. Introduction and Background

Our fourth Annual Report since Standards became effective, provides an overview of the activity of the 12 month period to 31st March 2020. 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 2019-2020

In general, the Council has continued to be made on implementing the Welsh language standards during the year and general feedback indicates that officers are more educated in relation to the requirements of the Standards.

The Authority has continued to commit to promoting the language and along with the ususal St David's Day events, we have undertaken more work internally to create platforms that enable welsh speakers and welsh learners within the Council, to have the opportunity to use the language informally.

The Welsh language service on the Council's main telephone numbers continues to be popular for contacting the Authority by phone, with many members of the public on first name terms with our Advisors and it is very pleasing to see these relationships developing.

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 compliance continues to rest with the Corporate Management Team and with Heads of Service who implement their own local procedures and each service area has a Welsh language Champion as the main channel for information (inward and outward) relevant to their work areas and practices.

The Welsh Language Standards, Welsh Translation Unit and bilingual first point of contact for many services are managed by Customer Services and there are many individuals within the tream who are now able to offer advice and compliance of the Standards.

Due to Covid19, we await this years Welsh Language Comissioner's Assurance Report 2019/20 which will be launched on 15.9.20. In the meantime, the Authority has received the results of the Welsh Language Commissioner's monitoring work during 2019-20 in **Appendix A.**

The Welsh Translation Unit

The new ways of working introduced last year are bedding in well. Using a mix of internal and external translators, has allowed the service to offer welsh language translation services in a more timely manner and we are now consistently meeting deadlines which assists the services in meeting their Welsh Language Standards.

We have also been working on an automation project which we are hoping will come into fruition in 2020/21, which will allow us to deliver a more cost effective service and deliver an even faster translation service.

Raising awareness at Coporate Management Team regarding Complaints received and better planning and communication and working with services in relation to annual translation requirements has also improved to deliver timely translations.

During 2019-20, the Translation Unit translated 1.9 million words. This is a reduction on the previous year and it is evident that much of the initial work required to meet the Standards has now been completed and that we have now moved to more 'business as usual' with polices etc only requiring translation when changes are made. In addidition, 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.

Simultaneous translation over the year amounted to 28.5 hours recorded. Several simultaneous translators left the Unit during the year and many schools now receive this service directly from Cymdeithas Cyfiethwyr Cymru.

3a. Service Delivery Standards

Email addresses

All individual and departmental email addresses are 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

A new telephone system was introduced during the year as the old system was failing on occasion to deliver a language choice at first point of contact when there was a fault. Unfortunately as a result, the statistical data for number of calls this year was lost, however, we know from anecdotal evidence of speaking with Advisors, that several welsh calls continue to be received every day.

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.

We have established a cross-Council forum for consideration and delivery of Welsh language training and support to staff in developing and using their Welsh language skills. The group is promoting the wide range of learning resources available to staff in developing their skills, as well as the formal training offer.

We now have a network of Welsh champions in Adult social care who promote the Welsh Language/ active offer, and the quality of lived experience in our care homes and other services.

We have a small group of Welsh speaking dementia friends, and we have delivering dementia awareness training to staff in Welsh.

We nominated an intergenerational project worker for a Caring in Wales award last year. This project was a partnership between Swansea Council, Local Welsh medium schools and Menter Iaith Abertawe, aimed at supporting pupils to visit care homes to help their studies, and at the same time, to improve the quality of life of residents by sharing stories and experiences using Welsh Language.

We have developed a Mwy Na geriau supplementary action plan for social services to address any gaps in training opportunities across frontline staff and the wider social care workforce.

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 2019 -31st March 2020 we saw a reduction in new complaints via the Office of the Welsh Language Commissoner, with 6 received compared to 11 the previous year in relation to service provision under the Welsh Language

Standards and 5 complaints directly to our corporate complaints department in relation to the Welsh Language.

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. Investigating and processing of complaints will inevitably incur delays due to Covid19.

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 that are searchable on Staffnet to assist with production of standard information with small amounts of variable data,   for example:

➢ 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

There was a huge increase in the number of pageviews in the year, increasing to 21,519 page views, up from 8467 page views the previous year, evidencing the internal interest and commitment to developing the language and ensuring the Standards are met.

The top ten pages are in the table below:

Tudalen ar Staffnet (1 Ebrill 2019 - 31 Mawrth 2020)	Page views	Type
Swansea Staffnet - Get something translated into Welsh	13841	Request
Swansea Staffnet - Welsh Translation request form	2267	Request
Swansea Staffnet - Welsh language lessons for staff	1078	Information
Swansea Staffnet - Request for Welsh translation	842	Request
Swansea Staffnet - Welsh language	738	Information
Swansea Staffnet - Make sure your letters and emails comply with the Welsh Language standards	473	News
Swansea Staffnet - Welsh language staff conversation group	330	Information
Swansea Staffnet - Welsh phrases and words	276	Information
Swansea Staffnet - Welsh phrases - out of office, emails and letters	215	Information
Swansea Staffnet - Welsh language standards	194	Information

There were also:

• 1122 searches on Staffnet e.g. for 'Get something translated into Welsh' and 'Welsh language'

• 151 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 2020) 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	238	181	195	154	168	351
No	37	29	30	29	35	251
Not Stated	1347	1412	1397	1439	1419	969
Preferred not to say	0	0	0	0	0	51
Total	1622	1622	1622	1622	1622	1622

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	327
Level 2	0
Level 3	3
Level 5	0
Not Required	44
Desireable	54
To be Learned	0

Staff Training

A Welsh Language Training Support Group has been set up, meeting monthly with a purpose of improving training and learning opportunites to learn or improve, Welsh Language skills

With regard to formal training, in 2019/20 there were:

- 15 participants on Mynediad Level 1
- 9 participants on Mynediad Level 2
- 0 on Sylfaen.

For 2020/21, subject to sufficient numbers, the intention is to continue to run Mynediad Level 1, Level 2 and Sylfaen courses and mmay require running courses in partnership with other organisations.

Cwtsh Cymraeg

With an increasing emphasis on "Agile" working, a new agile area has been developed in each of the Councils main buildings, which has a section designated for Welsh Speaking staff to sit together should they so wish. This encourages them to speak in Welsh daily and also assist Welsh learners to practice. The area is called 'Cwtsh Cymraeg'.

In addition, as the Council has moved to O365, we have a group within Teams called 'Cwtsh – Ysgrifennu yn Cymraeg' so that those who are less confident in writing the language, can practice in an informal setting.

Mentoring Scheme

A mentoring scheme has also been set up, where a welsh speaking learner has been partnered with a fluent welsh speaker and they meet weekly/monthly to develop the Learners language skills.

Staff Communication

Communication issued centrally and sent to groups of staff is in English (as is permissible under the standards).

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.

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.

2019-2020

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	22190	3519	**15.9%**
Y7-11	12331	1503	**12.2%**
Y12-Y13	1358	273	**20.1%**
Total	**35879**	**5295**	**14.8%**

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 78.1% in 2019 of students attain grades A*- C, and numbers entering this subject have increased steadily in the seven years up to 2019.

In the GCSE Welsh Second Language (full course) over 54.8% in 2019 attain grades A*-C and numbers entering the subject have increased in the seven years since 2012 from 239 entries to 1717 entries in 2019. The increase in entries is due partly to the 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 93.8% in 2019.

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 95.6% in 2019.

Overall Welsh continues to perform 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 B) Complaints regarding compliance with standards 2019-2020

Ref	Complaint	Date Rec'd	Response	Last Action	Status
CSG352	Welsh email sent, no response received	27/6/2018		All staff reminded of the requirements within the Standards	**Closed**
CSG470	Consultation Document Ysgol Gynradd Felindre	11/12/2018			**Closed**
CSG482	Planning Portal not operating fully in Welsh	09/01/2019		Council to respond with further evidence by 2/9/20	**Ongoing**
CSG484	Only one person on welsh line, call not answered at FPC and English letters received	10/01/2019		Changes made and processes updated	**Closed**
CSG499	Welsh email responded to in English	22/03/2019		Actions Completed	**Closed**
CSG521	Issues regarding visit to speak in Cabinet meeting against school closure	22/3/2019		Decision Notice received. Some follow actions currently on hold due to Covid	**Ongoing**
CGS540	Welsh Language option not available on 01792 636000 on 29/4/19	29/4/2019		New telephone system installed and business continuity process in place for any possible faults	**Closed**

CSG578	Notice on Brangwyn Hall Car Park & Parking Ticket Appeal	19/6/2019		Decision notice Received. Meeting to be arranged with Parking – currently on hold due to Covid	**Ongoing**
CSG625	Instagram	30/8/2019		Decision Notice Received. Review of social media accounts commenced – currently on hold due to Covid	**Ongoing**
CSG662	Parking Ticket Appeal	29/10/2019		Decision Notice received. Meeting to be arranged with Parking – currently on hold due to Covid	**Ongoing**
CSG672	Council Tax Enforcement Letter	23/12/2019		Awaiting final terms of reference	**Ongoing**
CSG697	Disposal of Ysgol Gynradd Gymraeg Felindre	11/3/2020		Council to provide further evidence by 30/9/20	**Ongoing**

Appendix A) Results of the Welsh Language Commissioner's 2019-20 monitoring work: Swansea Council

Swansea Council's performance	Average performance of the sample of organisations
Correspondence o A response was received in Welsh to the three pieces of Welsh correspondence o Additional material (in Welsh) was provided for two of the three pieces of Welsh correspondence o The three responses to Welsh correspondence included a statement welcoming Welsh correspondence	o 73% of Welsh correspondence received a response (in any language). o 92% of responses to Welsh correspondence were in Welsh. o Additional material was provided with the responses to Welsh correspondence in 49% of cases. o Responses to Welsh correspondence included a statement welcoming Welsh correspondence in 41% of cases.
Telephone calls o Three telephone calls were made to 01792 636000, between June 2019 and January 2020 o Automatic options were available in Welsh during calls 2 and 3 o There was a proactive offer of a Welsh language service at the start of the call during calls 2 and 3 o The Council was able to deal with calls 2 and 3 wholly in Welsh and provided complete answers to the enquiries, but this was not the case during call 1	o 90% of automatic telephone options were in Welsh. o There was a proactive offer of a Welsh language service at the start of the call in 67% of cases. o 55% of calls were dealt with successfully in Welsh.

Forms ○ 3/3 fully available in Welsh	○ 78% of the forms subject to the survey were available fully in Welsh. ○ 19% of the forms subject to the survey stated that the document was also available in Welsh.
Press releases ○ 1/3 fully available in Welsh	○ 82% of the press releases that were subject to the survey were available fully in Welsh. ○ 22% of press releases that were subject to the survey stated that the document was also available in Welsh.
Brochure / pamphlet / leaflet / card ○ 2/3 fully available in Welsh	○ 68% of the examples subject to the survey were available in Welsh.

	o 7% of the examples subject to the survey stated that the document was also available in Welsh.
Corporate identity o 3/3 (examples) appeared in Welsh	o 88% of the corporate identity examples surveyed appeared in Welsh.
The Council's web pages o 30/30 fully available in Welsh	o 81% of the website pages that were subject to the survey were available fully in Welsh.

Facebook and Twitter
  o Facebook: 10/15 messages fully available in Welsh
  o Twitter: 15/15 tweets fully available in Welsh
	o 74% of the Facebook messages that were subject to the survey were available in Welsh.
	o 70% of the tweets subject to the survey were available in Welsh.

New and vacant posts
  o 9 vacant/new posts were surveyed during the period under review
  o Welsh was mentioned in 8 of them
  o Welsh was not an essential skill for any of the 9 jobs
  o Welsh was a desirable skill for 6 of them
  o It was noted that the other 2 did not require any Welsh language skills
  o All of the posts surveyed were advertised fully in Welsh
  o None of the posts contained a statement welcoming applications in Welsh
	o 82% of the job advertisements subject to the survey included a Welsh language skills category.
	o The Welsh language was considered 'essential' for 17% of the jobs subject to the survey.
	o 47% of job advertisements were available in Welsh.

Reception areas	o Visitors were greeted in Welsh or bilingually during 37% of visits.
o The Civic Centre's reception area in Swansea was visited twice during the reporting period	o 46% of visits were successfully dealt with in Welsh.
o The visitor was always greeted in English	o There was a sign stating that visitors were welcome to use the Welsh language in 51% of cases.
o Reception staff were unable to deal with any of the Welsh language enquiries in Welsh	o All Welsh speaking reception staff wore a badge showcasing this ability in 36% of cases.
o The Council displayed a sign in the reception area which states (in Welsh) that persons are welcome to use Welsh there	
Self-service machines	o The default language of 25% of the self service machines surveyed was Welsh or bilingual.
o During the Civic Centre visits, two self-service machines	

were surveyed (one at reception and one in the car park) ○ Both machines were working fully in Welsh and both machines could be used in Welsh in the same way as one would use them in English	○ 75% of self-service machines were working fully in Welsh. ○ 75% of self-service machines proactively offered a Welsh language service.
Signs ○ During the Civic Centre visits, 6 Council signs were surveyed ○ All text on all 6 signs was available in Welsh and positioned so that it is likely to be read first ○ All Welsh text was accurate in terms of meaning and expression	○ 89% of the signs subject to the survey had all the text in Welsh. ○ The text of 84% of signs is set so that Welsh is likely to be read first. ○ 90% of signs included text that was correct in meaning and expression.