



# **Welsh Language Annual Report 2020-21**

**June 2021**

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## 1. Introduction

This is the fifth annual report since the standards became effective and provides an overview of the activity within the financial year ending 31<sup>st</sup> March 2021.

The report is in a slightly different format this year, aiming to follow the annual report guidance issued by the Commissioner in September 2020.

Overall 2020-21 was a very challenging year due to the Covid-19 pandemic. Staff and Councillors were diverted onto supporting residents and businesses in English and Welsh for areas such as: Food banks, supporting those shielding get access to food and prescriptions, and establishing a local Test Trace Protect (TTP) service. In addition, helping residents access financial support for free school meals, when self-isolating, and payments for carers. Financial support for local businesses was also delivered.

Swansea Council remains committed to the Welsh Language Standards. This report contains examples and highlights of new projects and activities during the year to meet the standards. The report also includes work or actions as a result of any feedback, investigations, or monitoring work by the Commissioner, or as a result of complaints received directly from the public. It concludes with recommendations going forward.

## 2. Background

Since 30<sup>th</sup> 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 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).

The 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.

### 2.1 Swansea Council 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>  
<https://www.abertawe.gov.uk/cymraeg>

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

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**

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

## **2.2 Accountability**

Strategic leadership for the Welsh Language continues to rest with the Corporate Management Team. Implementation of the Standards on a day-to-day is corporately through the Chief Transformation Officer down to services through Heads of Service. Each service area has a Welsh Language Champion as the main channel for information (inward and outward) relevant to their work areas and practices.

During 2020-21 the Council created the new post of Standards Officer. At the time of writing this report the post is currently being recruited. The Standards Officer will be a Welsh speaker and take over the corporate day-to-day implementation of the Standards and overall promotion of the Welsh Language from the Chief Transformation Officer.

The Cabinet Member for Education Improvement, Learning & Skills champions Welsh Language Standards at a Political level. The Cabinet Member for Supporting Communities also supports the Welsh Language Standards through the lens of the Wellbeing and Future Generations Act.

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 team who are now able to offer advice around compliance with the Standards.

This Annual Report is presented to the Corporate Management Team (senior management) and the Service Improvement & Finance Scrutiny Performance Panel (Scrutiny Committee) prior to publishing.

The Corporate Complaints Policy sets out the Council's process for dealing with complaints about compliance with the Welsh Language Standards, and training staff.

### 3. Matters Arising During the Reporting Period - The Operation of Standards

#### 3.1 General Arrangements

2020-21 has been a challenging year for Local Government operations due to the global Covid-19 pandemic. All Council Services had to innovate and introduce new ways of working to ensure continued service delivery in the new 'virtual' and socially distanced world. As a result, all these changes had to be made at pace and communicated bilingually and we owe a debt of gratitude to our Welsh Translation Unit for managing the increased demand so impressively during this period.

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

The priority continues to be concentrating on Service Delivery standards as they are greatest in number (86), are the most visible to the public, and attracted the areas of complaint during the year. Work also continues to progress on the Operational Standards particularly as they apply to the requirements in relation to the authority's workforce.

Specific compliance activity during the year is highlighted below and in the later sections:

Standards Group	Action taken during 2020-21	Action to be taken in the coming year
Service Delivery Standards	<ul style="list-style-type: none"> <li>▪ Proactively recruited and sought Welsh speakers into the Test, Trace, Protect (TTP) team</li> <li>▪ Increased Welsh Language capacity on the Council's main telephone line and face-to-face at the Civic Centre (recommendation from the Commissioner's monitoring work)</li> <li>▪ New telephone system has improved resilience and access to Welsh speakers on the Council's main phone number (see section 3.1.2 of this report)</li> <li>▪ New automation project introduced within the Welsh Translation Unit (see section 3.1.4)</li> <li>▪ New complaints system in development (see section 3.1.4)</li> <li>▪ Reviewed the central corporate Welsh Language structure to strengthen compliance and created the post of Standards Officer currently out for recruitment (see sections 2.2 and 3.1.3)</li> <li>▪ Additional post added to the Welsh Translation Unit to bolster simultaneous translation (see section 3.1.3)</li> <li>▪ Bilingual application developments during the pandemic including: Free</li> </ul>	<ul style="list-style-type: none"> <li>▪ Complete e-Democracy project</li> <li>▪ Standards Officer in post</li> <li>▪ Complete automation project</li> <li>▪ Complete complaints system</li> </ul>

Standards Group	Action taken during 2020-21	Action to be taken in the coming year
	<p>Schools meals, payments to carers and those self-isolating</p> <ul style="list-style-type: none"> <li>▪ New domestic abuse app which is bilingual</li> <li>▪ Meetings moved to a virtual environment during the pandemic. Grant awarded from the Digital Democracy Fund to upgrade equipment and software to enable virtual meetings and encourage greater participation including from Welsh speakers (section 3.3.9)</li> </ul>	
Policy Making Standards	<ul style="list-style-type: none"> <li>▪ Complaints Policy reviewed. Helpful feedback provided by the Commissioner's office on the updated Policy (section 3.4)</li> <li>▪ All reports through Cabinet/Council assessed for impact on the Welsh Language through the Equality Impact Assessment (EIA) process</li> <li>▪ Integrated into strategic plans (section 3.2.2)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Impact on the Welsh Language to be fully embedded in the Integrated Impact Assessment (IIA)</li> <li>▪ Training / awareness sessions to Policy makers on the code of practice guidance</li> </ul>
Operational Standards	<ul style="list-style-type: none"> <li>▪ The Council is looking to introduce a breach panel process and Welsh Language Board. This mirrors a very successful approach already in place in the Council for data breaches and information governance</li> <li>▪ Promotion of Welsh Language courses on the homepage of the Council's intranet and in news stories. The move to online classes due to COVID-19 had a very good response, better than face to face courses (see section 3.3 for more information)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Breach panel process live</li> <li>▪ Welsh Language Board convened</li> <li>▪ Explore mandatory Welsh when recruiting unless specific shortage in the market for a particular skill</li> <li>▪ Review of the five year strategy</li> <li>▪ Explore ways of attracting Welsh speakers to work for the Council from Welsh medium schools, universities, and further education colleges</li> </ul>
Promotional Standards	<ul style="list-style-type: none"> <li>▪ Key promotional activity during the Covid-19 pandemic for both the public and staff – published in Welsh and English on the website and intranet</li> <li>▪ Along with the St. David's Day virtual promotions (due to lockdown), the Council did a special campaign for Welsh Language Rights Day on 7<sup>th</sup> December 2020. This involved members of the Welsh Translation Unit recording YouTube videos for dissemination across the Council</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review emergency procedures and experiences from the pandemic with regard provision in Welsh and English</li> </ul>

Standards Group	Action taken during 2020-21	Action to be taken in the coming year
	<ul style="list-style-type: none"> <li>▪ The Council created a Corporate Facebook page for Welsh content to help resolve issues about English and Welsh content not matching (Twitter already had a separate @CyngorAbertawe account) (recommendation from the Commissioner’s monitoring work)</li> </ul>	
Record-keeping Standards	<ul style="list-style-type: none"> <li>▪ Established a Microsoft Teams site which the Corporate Management Team and Heads of Service have access to for Welsh Language resources and to have awareness / learn from any complaints</li> </ul>	<ul style="list-style-type: none"> <li>▪ New system completed for recording and monitoring complaints, FOIs and SARs including those concerning Welsh Language Standards</li> </ul>

### 3.1 Service Delivery Standards

#### 3.1.1. Email addresses

All individual and departmental email addresses are available in English and Welsh so that Welsh speaking residents and businesses can 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.*

#### 3.1.2 Telephone

The introduction of the new telephone system has been completed and has been available 100% since implementation which is a great improvement on the old system. Several complaints in previous years were due to the old system going down.

During the reporting period 2,771 callers to the Council's main lines chose the option to speak to the Council in Welsh, with the main service demand (aside from the Council's switchboard) being Council Tax, Missed Bin Collections and Housing Repairs.

#### 3.1.3 Staffing Arrangements

With regards the Welsh Translation Unit, further new ways of working continue to be implemented. Along with using a mix of internal and external translators.

Translation timescales have improved as a result of:

- Raising awareness at Corporate Management Team regarding Complaints received
- Better forward planning and communication; and
- Working with services in relation to annual translation requirements.

During 2020-21, the Council translated 2.4 million words, an increase of half a million words on the previous year.

Prior to the pandemic in 2019-20 “Cwtsh Cymraeg” areas were created for staff to practice Welsh when in the office. The virtual ‘Cwtsh – Ysgrifennu yn Cymraeg’ was still available throughout the year for Officers to use virtually.

Welsh Language Champions are in place across services supporting and promoting the Welsh Language Standards.

A review of the corporate structure for Welsh Language Standards was undertaken and as a result a new post was created in the Welsh Translation Unit to increase capacity, especially for simultaneous translation. In addition, a Standards Officer post was created to bolster corporate capacity around compliance. The Welsh Translation Unit is a joint service with Neath & Port Talbot Council (NPT) and further work will be done in 2021-22 following discussions with NPT.

### **3.1.4. Technical Systems**

#### New complaints system

During 2020-21 work began developing a new system for the public to complain to the Council, including around compliance with the Welsh language standards. This includes functionality for a member of the public to log and track progress of their complaint as well as receive secure communications from Council staff instead of receiving emails. The second phase of development for later in the year will then incorporate Freedom of Information requests and Subject Access Requests around the Welsh language standards. The system will improve the breadth of reporting and enable data-led decision-making and targeted training around Welsh Language Standards and compliance.

#### Automation

The Council has partnered with a robotics company in Llanelli to deliver a Welsh Language translation automation project. This model aims to use a mix of automation supported by proof reading from the staff in order manage translation demand and increase speed, especially for very large documents.

#### Enterprise Resource Planning (ERP) upgrade

The Council’s core integrated finance, HR, training, purchasing and payables system is being upgraded to the cloud version. Record keeping standards are being followed in the production of reports from the new system.

### **3.1.5 Social Services**

The Welsh Language Standards Act has strengthened the provision of bilingual services in Health and Social Care, and across the Council as a whole.

Swansea Council promotes best practice approaches in using the Welsh language to improve the service offer to both citizens and amongst staff involved in delivering health and social care.

Highlights during the past year include:

- Welsh Language Champions in place within key services
- Welsh Dementia Friends Champions in place to promote an ‘active offer’ in care homes/ day services

- Capturing a ‘magic moments’ poster and feedback from service users
- Inclusive communication board in Welsh at the Alexandra road premises
- Capturing information on how Social Services promotes Welsh culture through the quarterly quality observations
- Delivering a bilingual Dementia Friends Awareness session at the staff event prior to pandemic
- Delivering a Project called “Hen Blant Bach” in partnership with “Menter Iaith Abertawe” to promote intergenerational work between primary children and people living with dementia through the medium of Welsh
- Weekly Training Bulletin including offer of Welsh Taster sessions to Social Care staff
- Staff making use of apps and tools to promote bilingual working.

### **3.1.6 “Mwy Na Geiriau”, “More than Just Words”**

To implement the Health and Social Care framework, Swansea remains committed to the Fforwm Mwy Na Geiriau and regional partnerships. Swansea contributed a number of examples of good practice to the recent Welsh Government commissioned national evaluation of the Mwy Na Geiriau strategy (Oct 2020).

## **3.2 Policy Making Standards**

### **3.2.1 Equality Impact Assessments**

All Policy Making decisions are subject to the authority’s corporate Equality Impact Assessment (EIA) 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.

During 2020-21 all reports through Cabinet/Council were assessed for impact on the Welsh Language through the EIA process. During 2021-22 the objective is to fully embed this into the Integrated Impact Assessment (IIA).

### **3.2.2 The Welsh Language Standards across Strategic Plans**

Swansea Council has embedded its work on the Welsh Language Standards across its corporate strategic plans including:

- **The Council’s Strategic Equality Plan (SEP)** both through the use of the EIA process and as a step to implement one of the equality objectives. In the SEP the Council has included a consideration of the Welsh Language alongside the wider protected characteristics in terms of our approach to equality
- **Swansea’s Annual Review of Performance for 2019-20** – Welsh Language is highlighted as a priority for Education, describes how the Council is contributing to the national well-being goals, and how the Council is training staff
- **Swansea’s Corporate Plan** – Welsh Language as steps in both the Education & Skills and Transformation & Future Council Development well-being objectives.

### 3.3 Operational standards

#### 3.3.1 Resources for Staff

Operational Standards relate to the use of Welsh within the internal functions of the Council 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 policies and procedures as directed under the standards and these are available to any member of staff 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.

#### 3.3.2 Staffnet – Staff usage and promotion of Welsh

There have been over 17,500 pageviews on Staffnet in the past year, and the top 10 pages about Welsh on Staffnet from 1 April 2020 - 31 March 2021 are:

Page Title	Pageviews
Swansea Staffnet - Get something translated into Welsh	14847

Page Title	Pageviews
Swansea Staffnet - Come and learn Welsh with us! (stori newyddion)	436
Swansea Staffnet - Welsh Translation request form (stori newyddion)	378
Swansea Staffnet - Welsh language	341
Swansea Staffnet - Welsh translation reminder (stori newyddion)	268
Swansea Staffnet - Welsh phrases - out of office, emails and letters	178
Swansea Staffnet - Request for Welsh translation	169
Swansea Staffnet - Welsh Language Rights Day: What's your favourite Welsh word? (stori newyddion)	158
Swansea Staffnet - Welsh language lessons for staff	134
Swansea Staffnet - Welsh Language Rights Day (stori newyddion)	86

### 3.3.4 Staff and Welsh Language Skills

Data supplied by staff (as of 31<sup>st</sup> March 2021) can be seen in the following tables:

**Total number of staff with Welsh Skills (excluding schools) = 416**

**% with Welsh skills against number of employees in the Council (excluding schools) = 6.8%**

	Understand spoken welsh	Speak Welsh	Read Welsh	Write Welsh	Learning Welsh	Willing to use in course of your work
Yes	242	181	196	158	171	371
No	38	28	29	28	36	257
Not Stated	1348	1419	1403	1443	1425	949
Preferred not to say	0	0	0	0	0	54

#### Breakdown by Directorate:

Department	Number of Staff with Welsh Language Skills	Number of Staff without Welsh Language Skills	Percentage of Staff with Welsh Language Skills
Place	178	2,359	7.5%
Resources	50	695	7.2%
Education excluding schools	54	847	6.4%
Social Services	134	1,804	7.4%

### Breakdown by Grade (excluding schools):

Grade	Number of Staff
Deputy Chief Executive 1-3	1
Director 001-007	1
GRADE_01 01	2
GRADE_02 03	13
GRADE_02A 03A	3
GRADE_03 04	14
GRADE_04 05-06	20
GRADE_04A 05A-06A	2
GRADE_05 07-09	47
GRADE_06 11-17	61
GRADE_07 19-24	68
GRADE_08 25-29	48
GRADE_09 30-34	40
GRADE_10 35-39	24
GRADE_10A 35-37	12
GRADE_10B 38-39	4
GRADE_11 40-44	13
GRADE_12 45-49	12
Head Deputy and Assistant Teachers 001-043 H00	2
HOS Band_1 07-13	1
HOS Band_2 03-09	1
Apprentices	5
No grade given	2
Soulbury Advisor Inspectors 002-011	2
Soulbury Advisor Inspectors 019-022	2
Soulbury Advisor Inspectors 022-024	1
Soulbury Ed Psychologist 001-009	2
Teacher 001-006 W00	4
Threshold Teacher 001-003 P00	6
Unqualified Teacher 001-006	3

### Schools Workforce

The schools workforce census is reported to Welsh Government in this specific format:

School Workforce Census 2020 : Ability in Welsh						
All schools	Headcount			Percentage of Headcount		
Level	Teachers	Support	Total	Teachers	Support	Total
Proficient Level	364	213	577	18.2%	8.9%	13.2%
Advanced Level	77	37	114	3.9%	1.5%	2.6%
Intermediate Level	176	58	234	9.1%	2.1%	5.4%
Foundation Level	416	192	608	21.1%	7.7%	13.9%
Entry Level	509	750	1259	26.0%	31.3%	28.9%
No language skills	424	1139	1563	21.5%	48.3%	35.9%
Information not yet obtained	2	5	7	0.1%	0.2%	0.2%

<b>Grand Total</b>	<b>1968</b>	<b>2394</b>	<b>4362</b>			
<b>English medium only</b>	<b>Headcount</b>			<b>Percentage of Headcount</b>		
<b>Level</b>	<b>Teachers</b>	<b>Support</b>	<b>Total</b>	<b>Teachers</b>	<b>Support</b>	<b>Total</b>
Proficient Level	109	38	147	6.4%	1.7%	3.8%
Advanced Level	70	20	90	4.1%	0.9%	2.3%
Intermediate Level	176	52	228	10.3%	2.4%	5.8%
Foundation Level	416	192	608	24.4%	8.8%	15.6%
Entry Level	509	750	1259	29.8%	34.2%	32.3%
No language skills	424	1135	1559	24.9%	51.8%	40.0%
Information not yet obtained	2	5	7	0.1%	0.2%	0.2%
<b>Grand Total</b>	<b>1706</b>	<b>2192</b>	<b>3898</b>			
<b>Welsh medium only</b>	<b>Headcount</b>			<b>Percentage of Headcount</b>		
<b>Level</b>	<b>Teachers</b>	<b>Support</b>	<b>Total</b>	<b>Teachers</b>	<b>Support</b>	<b>Total</b>
Proficient Level	255	175	430	97.3%	86.6%	92.7%
Advanced Level	7	17	24	2.7%	8.4%	5.2%
Intermediate Level		6	6	0.0%	3.0%	1.3%
Foundation Level				0.0%	0.0%	0.0%
Entry Level				0.0%	0.0%	0.0%
No language skills		4	4	0.0%	2.0%	0.9%
Information not yet obtained				0.0%	0.0%	0.0%
<b>Grand Total</b>	<b>262</b>	<b>202</b>	<b>464</b>			

### 3.3.5 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. The request for Welsh language skills as desirable has significantly increased from 54 last year to 316 in 2020-21. In the coming year the Council will explore:

- Ways of attracting Welsh speakers to work for the Council from Welsh medium schools, universities, and further education colleges
- Mandatory Welsh when recruiting unless there is a specific shortage in the market for a particular skill.

<b>Welsh Language skill level required</b>	<b>Number of new and vacant posts advertised</b>
Level 1	310
Level 2	2
Level 3	3
Level 5	3
Not Required	0
Desirable	316
To be Learned	1

### **3.3.6 Staff Training**

A Welsh Language Training Support Group has been established, meeting monthly for the purpose of improving opportunities to learn or improve Welsh Language skills.

With regard to formal training, in 2020-21 there were:

- 15 participants on Mynediad Level 1 (No change from last year)
- 4 participants on Mynediad Level 2 (Down by 5 from last year)
- 1 on Sylfaen. (Up from last year)
- 21 Taster Session (Newly reported this year).

### **3.3.7 Cwtsh Cymraeg**

Due to the Covid-19 pandemic, officers are now working from home and therefore staff have not been able to use 'Cwtsh Cymraeg' in the offices during the reporting period. However the Microsoft Teams virtual 'Cwtsh – Ysgrifennu yn Cymraeg' was still available throughout the year for Officers to use virtually.

### **3.3.8 Staff Communication**

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

### **3.3.9 Meetings**

All meetings during 2020-21 shifted online via Microsoft Teams including Council, Cabinet, Committee and Scrutiny meetings. During Q4 the Council was successful in securing a digital democracy grant to grow the Council's e-democracy capability. Simultaneous translation shifts to a virtual environment in this new model. This will enable hybrid meetings as an ongoing model with the aim of encouraging greater participation in the democratic process including from Welsh speakers. Although the corporate tool remains Teams, Zoom licences have been procured for facilitators to enable simultaneous translation.

## **3.4 Record Keeping Standards**

### **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 Council's corporate complaints policy. The Complaints Policy was recently reviewed and updated and feedback / guidance was sought from the Welsh Language Commissioner's Office. The revised Policy is attached at Appendix 1.

Section 13 of the revised Complaints Policy deals exclusively with Welsh Language complaints so as to comply with the Standards. The Policy identifies the process, timescales, responsible officers, and staff training and communication around Welsh Language complaints.

As highlighted earlier in section 3.1.4, both the new complaints system and upgraded ERP system will improve the breadth of reporting. This will enable data-led decision-making and targeted training around Welsh Language Standards and compliance.

Five Welsh Language complaints were received directly to the Council during the reporting period April 2020 – March 2021. Further staff awareness will be undertaken,

particularly around the Service Delivery Standards as all the complaints during the year relate to that category. These include:

<b>Standards Group</b>	<b>Complaint Details</b>	<b>Action Taken</b>
Service Delivery Standards	Facebook page not in Welsh	There are two Facebook accounts, one in English and one in Welsh instead of bilingual posts on one. This was following guidance from the Commissioner and as a recommendation from the Commissioner's monitoring work. An explanation was provided within the complaints handling deadline.
Service Delivery Standards	No response to an email sent to Waste	The original email was sent to Environmental Health who were unable to locate any correspondence. Once received by the Complaints team, a response to the query was provided by Waste within the complaints handling deadline
Service Delivery Standards	Unable to pay Council tax in Welsh	Residents are able to pay Council Tax in Welsh, this was an error by a member of staff. An apology was issued and the information for making a payment via medium of Welsh was provided within the complaints handling deadline
Service Delivery Standards	Planning notices not in Welsh	Exemption rules apply – the Council has also engaged with the Commissioner on this. Explanation provided within the complaints handling deadline.
Service Delivery Standards	Road sign misspelt	New sign ordered once officers were made aware of the error. Response and apology provided to the resident within the complaints handling deadline.

#### **4. Welsh Medium Education**

The future development of the Welsh language across Swansea 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. We are currently in the process of drafting our first 10-year Welsh in Education Strategic Plan. This will be consulted upon in autumn 2021 with the plan going live in September 2022.

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.

**2020-2021**

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	21159	3157	<b>14.92%</b>
Y7-11	12859	1674	<b>13.02%</b>
Y12-Y13	1507	315	<b>20.90%</b>
<b>Total</b>	<b>35525</b>	<b>5146</b>	<b>14.49%</b>

**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	<b>15.9%</b>
Y7-11	12331	1503	<b>12.2%</b>
Y12-Y13	1358	273	<b>20.1%</b>
<b>Total</b>	<b>35879</b>	<b>5295</b>	<b>14.8%</b>

**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	<b>14.9%</b>
Y7-11	12246	1503	<b>12.3%</b>
Y12-Y13	1318	273	<b>20.7%</b>
<b>Total</b>	<b>35711</b>	<b>5082</b>	<b>14.2%</b>

In GCSE Welsh First Language, over 89.4% in 2020 of students attain grades A\* - C, and numbers entering this subject have increased steadily in the eight years up to 2020.

In the GCSE Welsh Second Language (full course) over 76.5% in 2020 attain grades A\* - C and numbers entering the subject have increased in the eight years since 2012 from 239 entries to 1803 entries in 2020. 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, but no data was collected in 2020 due to the pandemic.

## 5. Conclusions and Recommendations

It has been a very challenging year for the Council due to the Covid-19 pandemic with both staff and Councillors diverted into directly supporting the community, particularly the most vulnerable. Despite that, the Council continued to support and deliver the Welsh Language Standards as evidenced by examples throughout this report.

However, there are areas which require focus and improvement in the coming year, including:

- a) With regard to promotional materials, review emergency procedures and experiences from the pandemic with regard provision in Welsh and English
- b) Improve staff awareness of the service delivery standards – this was the main category of complaint during the year
- c) Training / awareness sessions to Policy makers on the code of practice guidance to ensure the impact on the Welsh language is thoroughly assessed and meaningful.

Other areas of work in the coming year include:

- c) Establishing a Welsh Language Board
- d) Completing the e-Democracy project – improving participation including for Welsh speakers
- e) Standards Officer in post – complete the recruitment
- f) Completing the automation project in the Welsh Translation Unit
- g) Completing the new complaints system
- h) Reviewing and updating the five year strategy and plan
- i) As part of the strategy work, explore ways of attracting Welsh speakers to work for the Council from Welsh medium schools, universities, and further education colleges
- j) Piloting the breach panel process – this already works well for data protection and it is hoped the process can be mirrored for the Welsh Language Standards compliance work
- k) Reviewing the joint Welsh Translation Service with Neath & Port Talbot Council to ensure adequate provision of translation services
- l) Impact on the Welsh Language to be fully embedded in the Integrated Impact Assessment (IIA)
- m) Explore mandatory Welsh when recruiting unless specific shortage in the market for a particular skill.