



**City and County of
Swansea Council**

**Welsh Language
Annual Report
2016 -2017**

CONTENTS

1.	Introduction and Background	3
2.	Overview of 2016-2017	3
3.	Welsh Medium Education	4
4.	Operation of Standards.....	5
5.	Management and Administration of the Scheme.....	8
6.	Mainstreaming the Welsh Language	9
7.	Impact Analysis	11
8.	APPENDICES	13

1. Introduction and Background

Following the *Welsh Language Act (1993)*, *Welsh language service provision was defined by individually developed Welsh Language Schemes agreed between individual public bodies and the Welsh Language Board.*

This has now been superseded by nationally defined Welsh Language Standards, a selection of which the Welsh Language Commissioner can apply to a public (and, in time, some private) bodies.

The framework for the imposition of standards was defined under the *Welsh Language (Wales) Measure (2011)*, with the standards themselves detailed in *Welsh Language Standards (No. 1) Regulations 2015*. The standards applying to the authority are defined in a Compliance Notice issued by the Office of the Welsh Language Commissioner in September 2015 with an effective date of March 2016. This notice, with a few amendments agreed with the Office of the Welsh Language Commissioner, is the current document governing our compliance.

This is the first Annual Report since standards became effective and provides an overview of the main events of the 12 month period to 31 March 2017 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 and information regarding the Welsh language in the area.

2. Overview of 2016-2017

The main event during the reporting period was that the standards as laid down in the Compliance Notice delivered to the authority became effective.¹

The majority of these had a **Compliance** (effective) **Date** of 30/03/2016 with a few becoming active on 30/09/2017. On 30/03/2016 our existing Welsh Language Scheme was revoked in its entirety.

In the run up to Compliance Date, clarification was sought from the Office of the Welsh Language Commissioner (OWLC) and we submitted ten appeals against the standards as received. As a result of the appeals, adjustments were made to six standards. All operational adjustments are contained in the appendices.

As well as putting steps in place to meet new standards, a major target of the year has been to maintain pre-existing Welsh-medium service delivery. Other tasks involved educating departments and individuals in the standards to assist a comprehensive and consistent response to compliance. To this end, a series of presentations was given to representatives from all areas of the authority's work.

¹ This was actually two days before the designated reporting period started – as a result we are including the period 30/03/2016 until 31/03/2017 in this report

Since Compliance Date, the flow of information around the authority has been undertaken in the main through the Welsh Language Champions' group. Further details of this group may be found in section 5c of this report.

Rather than attempt to impose a single style of working across all sections of the authority, each department was encouraged to approach the standards based on their own experience and knowledge albeit with guidance, suggestions and standard translations being made available centrally.

It is recognised that, for many reasons, the implementation of the standards is not complete and there are areas of operation which are yet to fully comply. But in virtually cases there has been progress towards compliance and work to build upon these advances continues. In addition, practical experience of some initiatives prompted their re-thinking to resolve issues.

During the year a small number of complaints have been raised about the operation of the standards. Details of these complaints may be found in Appendix C.

3. *Mwy na Geiriau : More than just Words*

While the Welsh language standards apply across all areas of the authority's operation, much of the work of the Social Services department is further dictated through ***Mwy na Geiriau/More than just words*** – the Welsh Government's strategic framework for Welsh language services in health, social services and social care.

This initiative introduced the concept of the 'Active Offer' – ascertaining language need/preference at first contact – and the end-to-end provision of Welsh medium services wherever possible; something which has been incorporated in and built upon in the standards.

Within our social services department this framework is judged to be the definitive source of action relating to the Welsh language. Progress against the framework's action plan is recorded and reported separately directly to the Welsh Government.

4. *Welsh Medium Education*

While the future development of the Welsh language in the area and beyond is fundamentally linked with Welsh Medium Education, this aspect is dealt with specifically in the council's Welsh Language Education Scheme.

There are 11 Welsh medium primary schools feeding into the two senior schools – Ysgol Gyfun Gŵyr and Ysgol Gyfun Bryntawe. Currently the number of students attending Welsh medium education in the three age ranges and the overall percentage of each range which these figures represent are as follows:

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	22266	3263	14.7%
Y7-11	11928	1338	11.2%

Y12/13 ²	1430	307	21.5%
Total	35624	4908 ³	13.8%

In GCSE Welsh First Language, over 80% of students attain grades A*-C, and numbers entering this subject have increased steadily to 254 in 2016.

In the GCSE Welsh Second Language (full course) over 90% attain grades A*-C and that numbers entering the subject have increased in the four years since 2012 from 239 entries (9.2%) to 426 entries (17.7%) in 2016.

5. Operation of Standards

Although the final set of draft standards was received by the authority in March 2015 initial proposals were issued as long ago as 2012. The most up-to-date set available was used as the basis when planning Welsh language provision throughout this period – while influencing wider corporate issues as appropriate. As amendments, adjustments or clarifications regarding the proposals were received, advice and guidance was modified in accordance.

While the intention of the authority is to comply as fully as possible with standards across all of these areas, Service Delivery has been given priority as the most publicly visible part of our operation.

Although translation work commenced well before Compliance Date, the volume required to bring current documentation up to date along with the need to maintain the normal day-to-day service means that this has been an on-going task throughout the reporting period. Work was prioritised to ensure that frequently used and/or time-critical documents were available first with some lower priority tasks awaiting a specific request and/or impending update before translation.

During the reporting period additional members of the translation team were recruited to deal with the increased work load.

The standards fall into 5 main areas – Service Delivery; Policy Making; Operational, Promotion and Record Keeping.

5a Service Delivery Standards

In the run up to Compliance Date all sections were encouraged to ensure that basic features such as email signatures, telephone greetings, answering machine messages and similar items complied with the new standards.

To assist in this, standard translations for job titles, service areas and sections within the authority, along with common messages were defined/confirmed and stored on our intranet system.

Concurrently with the Compliance Date, a new corporate telephone system was introduced. The system design was influenced greatly by the draft

² Figures do not include attendance at 6th form college e.g Coleg Gŵyr Abertawe

³ This compares with 3284 in 2007 – an increase of 1624 students; and up from 9.8% of the total

standards at that point available and enables a standard bilingual first contact for calls to our main switchboards and call centres which allowed callers to select the option to speak to a Welsh-speaking operator.

Callers not selecting this option pass to an English-speaking operator.

Within the authority's main contact centre, rotas are arranged to ensure as far as possible that a Welsh speaker is available in the reception area during normal office hours.

As soon as the draft standards were received, the network of departmental Champions was used to inform staff and reinforce messages as to their new responsibilities. In response to their comments and suggestions, a dialogue was initiated with the Office of the Welsh Language Commissioner and this continued during the reporting period as appeals and clarifications were progressed. As detailed in the overview above, these discussions resulted in a number of service delivery standards being varied from their initial drafting.

5b Policy Making Standards

All Policy Making decisions other than the most trivial 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 Standards and our requirements to meet them. Associated guidance reinforces these requirements.

5c Operational Standards

Operational Standards relate to issues affecting 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.

Procedures for recruiting and appointing staff are detailed in appendix D and appendix Dd of this report.

Staff induction courses include a session on the Welsh language standards and the implications of them for staff in all areas of the authority, including signposting to the information available on both our intranet ('StaffNet') and our public web pages.

The Human Resources department has commissioned the translation of those policies and procedures as directed under the standards and these are available to any member of staff requesting them.

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 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
- Standard Translations
 - 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
 - internally funded Welsh language courses
 - initially targeted towards front-line staff in areas with an identified insufficiency of Welsh-speakers.
 - internal Welsh language practice sessions
 - to assist staff in gaining confidence in using their new, or in some cases latent, Welsh language skills.
- Details of service area Welsh language champions

- names and contact details for the champions to allow staff to report any problems, queries or areas of good practice in their service area.

The Welsh Language Champions have been instrumental and invaluable in ensuring a two-way flow of information between individual staff members and the corporate centre and, through this, the Office of the Welsh Language Commissioner.

5ch Promotion Standards

Work is underway in partnership with Menter Iaith Abertawe to develop the five year strategy required under these promotion standards and which is aimed at increasing the visibility and use of Welsh across the whole of the area. Initially, existing Welsh language provision (public and private) will be mapped and publicised. They will also be encouraged to display and use 'Iaith Gwaith' posters and, where appropriate, badges and lanyards.

The provision will include social groups, private businesses, public facilities and other entities which can be accessed through the medium of Welsh. In this way we aim to prompt Welsh speakers to undertake transactions in Welsh

A further major element is the on-going promotion of “ **AberDewi** ” Swansea’s city centre celebration of the Welsh language and culture – held on the weekend nearest to Dydd Gŵyl Dewi / St. David’s Day. All communities are encouraged to take part in the festival which highlights the Welsh language as a distinctive and unifying force in Swansea.

5d 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.

6. Management and Administration of the Scheme

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.

The authority’s designated Welsh language officer is the general point of contact for Welsh language issues raised externally – whether by individuals, the Office of the Welsh Language Commissioner or elsewhere. They also provide 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.

Complaints received regarding the Welsh language and/or compliance with the standards are recorded in the same way as all other complaints by the Corporate Complaints Team. 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.

7. *Mainstreaming the Welsh Language*

Standards Implementation

The introduction of standards has encouraged all departments – especially those with a front-facing role – to review their Welsh language practices. In many cases, the new legislation gave the impetus for procedures already existing under our Welsh Language Schemes to be more rigorously implemented, resulting in increased visibility for the language.

Also, the Compliance Notice provided more precise wording than our Schemes and so, although we have had to interpret some individual standards, the result has been a more unified corporate approach.

In particular, the corporate introduction of a Welsh language telephone greeting has encouraged callers to initiate a Welsh language service with minimal disruption to normal switchboard operation.

Welsh Language Provision

Increased awareness of the standards, in relation in particular to service delivery, has engendered a more pro-active approach towards ensuring that Welsh speakers are adequately considered at all stages of a development from consultation through to final implementation and review. This includes invitations and promotional materials explicitly welcoming Welsh language contributions and the increased provision of simultaneous translation at events.

On a more day-to-day level, the inclusion of Welsh language in telephone greetings and being aware of departmental procedures has given staff in many areas the confidence to be able to provide a Welsh language service to those requesting or needing it.

Internal Information Flow

The establishment of a group of Welsh Language Champions with at least one in each Service Area has supported this corporate approach.

Information regarding:

- standards and their implementation;
- responses and directives from the Office of the Welsh Language Commissioner;
- complaints and other recognised service failures

is sent to this group for distribution to all staff. Heads of service are included in this process to keep them up to date with developments and to assist them in monitoring performance in their department.

Welsh Language Tuition and Practice Sessions

The Council sponsors Welsh language courses for staff members and holds lunchtime sessions to assist those learning (and others) with practice to help maintain their skill levels. – see Appendix Ch for more details.

Lunchtime drop-in sessions have been provided on a weekly basis alternating between the two main offices of the Council – the Guildhall and the Civic Centre. While intended primarily for those attending the Welsh classes, all Welsh speakers and learners are welcomed, with the aim of providing a supportive atmosphere for practising and developing the Welsh language.

Unlike the Council supported courses, attendance is in each employee's own time. This, coupled with the difficulty of attending for those working in other centres has meant that numbers attending have been relatively low, Despite this, those attending, especially those on the Council based courses, have found the opportunity to test their language skills very beneficial.

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. Within the authority this has been extended to any Welsh-speaking members of staff who wish to wear them.

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. In all cases, the guideline, especially with emails, is that all recipients must be able to understand the information being imparted.

With shorter messages where the chief recipient prefers Welsh language communication the inclusion of a translation or précis for non-Welsh-speakers can maintain the email audit trail without having to resort to additional or forwarded explanations.

Obviously, any communication destined for an external organisations would (in the final version) be in their preferred language. Where their preference is Welsh, including a translation/précis as above will be an option. Standards do not specify anywhere that information must be provided in the preferred language only,

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.

8. Impact Analysis

Welsh Language Schemes in force from 1996 were designed in-house before agreement with the (then) WLB and so allowed different sections to design and prioritise approaches to meet the specific requirements of their areas of operation.

While some areas developed these approaches and continued to provide a comprehensive Welsh language service, changes to areas of responsibility, operational practices and statutory duties over the years meant that in some areas these had become unfit for purpose, reducing our focus on Welsh language service delivery.

Consequently, the introduction of Welsh Language Standards provided a much-needed focal point for examining the practices and attitudes towards the Welsh language throughout all areas of the authority.

Additionally, the national remit of the standards allowed service users' expectations to be better managed – with the improved framework for enforcement and compliance giving more weight to the user experience.

Welsh Translation unit

Prior to the enforcement date, documents issued to, or for use by, members of the public were examined to identify any needing updating or replacement and this resulted in a large translation/prioritisation exercise for our Welsh Translation Unit.

Some less-often-used documents and document scheduled for replacement were not translated unless a specific request was received and some of these remain stored as English-only versions.

The Welsh language's increased profile following the announcement and introduction of standards has improved the timeliness of submissions to the Translation unit with requestors being more aware of the need to include time for translation in plans for developing any relevant documents, publicity and other resources.

Despite this improvement, the volume of requests received by the Unit means that at times they have difficulties in resourcing the necessary work. This is a particular problem at certain times of the year when multiple deadlines coincide.

The workload of the Translation Unit continues grow – due to both the additional requirements of the Standards compared to the Scheme; and the broader take-up of services by sections which had not fully engaged previously.

During 2016-17, the translation unit translated just over four million words. This represented an increase of 4% over 2015-16 and just over 6% over 2014–15.

The figures for simultaneous translation at meetings have been fairly consistent over the past few years with 84½ hours being recorded during 2016–17.

9. APPENDICES

A – Documents supporting the Welsh Language Standards.....	14
B – Swansea Welsh Language demographics.....	15
C – Complaints regarding compliance with standards	17
CH – Staff Welsh Language Skills.....	19
D – Vacant Posts and the Welsh Language	22
DD – Welsh Language Assessment of new and vacant posts	23
E – Menter Iaith Abertawe (MIA)	33
F – Swansea Standards subject to adjustment.....	35

Appendix A – Documents supporting the Welsh Language Standards

The standards specify the general format of documents, forms, reports, etc. as well as

- (i) specific documents which must be produced and published; and
- (ii) other specific information be maintained and, in some cases, reported on.

Standard	Information	Location
94	Policy on Grants	
98	Internal Policy	Available internally only on intranet – www.swansea.gov.uk/StaffNet/welshstandards
125	StaffNet resources	Available internally only on intranet – www.swansea.gov.uk/StaffNet/welshstandards
145	5yr Strategy	www.swansea.gov.uk/cymraeg
155,161,167,173,175	List of Standards	www.swansea.gov.uk/cymraeg : Compliance notice
156,162,168	Complaints	www.swansea.gov.uk/article/7301/Corporate-complaints-policy www.abertawe.gov.uk/article/7302/Polisi-cwynion
157,163,169	Overseeing/Promoting	Available internally only on intranet – www.swansea.gov.uk/StaffNet/welshstandards
158,164,170	Annual Report	This report will be available (after final approval) at www.swansea.gov.uk/cymraeg
159,165,171	Standards Compliance	www.swansea.gov.uk/cymraeg : Implementing the Standards
147,148,149	Appendix C of this Annual Report	The report will be available when approved at www.swansea.gov.uk/cymraeg
150	Section 5.2 of this Annual Report	The report will be available when approved at www.swansea.gov.uk/cymraeg
151,152,153,154	Appendix Ch of this Annual Report	The report will be available when approved at www.swansea.gov.uk/cymraeg

Appendix B – Swansea Welsh Language demographics

2011 Census - Percentage Welsh Language skills by electoral ward

	Can speak, read and write Welsh	Can speak and read but cannot write Welsh	Can speak but cannot read or write Welsh	Can understand spoken Welsh only	Other combination of skills	No skills
<i>Bishopston</i>	5.9	0.9	1.4	5.8	2.7	83.2
<i>Bonymaen</i>	6.1	0.6	2	4.7	2.1	84.5
<i>Castle</i>	5.3	0.7	1.3	3.2	2.4	87.2
Clydach	14.3	2	3.9	9.7	2.7	67.4
<i>Cockett</i>	6.9	1.1	1.7	5.4	2.4	82.6
<i>Cwmbwrla</i>	4.8	0.6	1.1	4.6	2.4	86.4
<i>Dunvant</i>	5	0.8	1.6	4.5	2.6	85.5
<i>Fairwood</i>	7.4	1.1	1.5	5.2	3.2	81.6
Gorseinon	8.3	1.7	2.8	8	3.2	76
<i>Gower</i>	6.8	0.8	2	5.6	2.4	82.4
Gowerton	9.5	1.2	2.3	6.7	3.5	76.7
<i>Killay North</i>	7.4	0.8	1.1	3.7	2.8	84.1
<i>Killay South</i>	4.6	1	1.1	5.5	3	84.7
Kingsbridge	12.1	1.8	3	9.2	3.7	70.2
<i>Landore</i>	4.5	0.7	0.9	3.6	1.8	88.6
Llangyfelach	13	1.3	2.5	7.4	2.5	73.3
Llansamlet	9.9	1.5	2.4	5.6	2.8	77.8
Lower Loughor	10.8	1.7	2.3	7.5	2.3	75.3
⁴ Mawr	29.3	4.4	4.5	11.1	2.8	47.9
Mayals	8.7	1.2	2	4.5	3.5	80
Morrison	8.2	1.3	2.3	5.9	2.8	79.6
<i>Mynyddbach</i>	7.1	0.9	1.6	5.2	2.6	82.5
<i>Newton</i>	7.2	1	1.8	4.2	2.5	83.3
<i>Oystermouth</i>	7.3	1	1.9	5.5	2.6	81.7
Penclawdd	8.8	2	3.8	8.9	3.9	72.6
<i>Penderry</i>	5	0.8	1.4	3.6	1.7	87.4
Penllergaer	10.2	1.9	3.1	6.7	2.3	75.9
<i>Pennard</i>	6.7	1.6	1.8	3.9	2.9	83.1
Penyrheol	9.1	2	3.8	9	3.3	72.9
Pontardulais	22.5	3.1	5.8	11.4	2.8	54.4
<i>Sketty</i>	8.1	1	1.6	4.7	2.6	82
<i>St. Thomas</i>	4.8	0.5	1.3	3.6	1.8	88
⁵ Townhill	3.7	0.6	1.4	3.6	1.2	89.5
<i>Uplands</i>	8.2	0.9	1.3	3.8	2.9	82.8
Upper Loughor	11.3	1.6	3.5	9.8	3.9	69.9
<i>West Cross</i>	5.6	0.9	1.5	4.6	2.7	84.7
SWANSEA	8.1	1.2	2.0	5.5	2.6	80.7

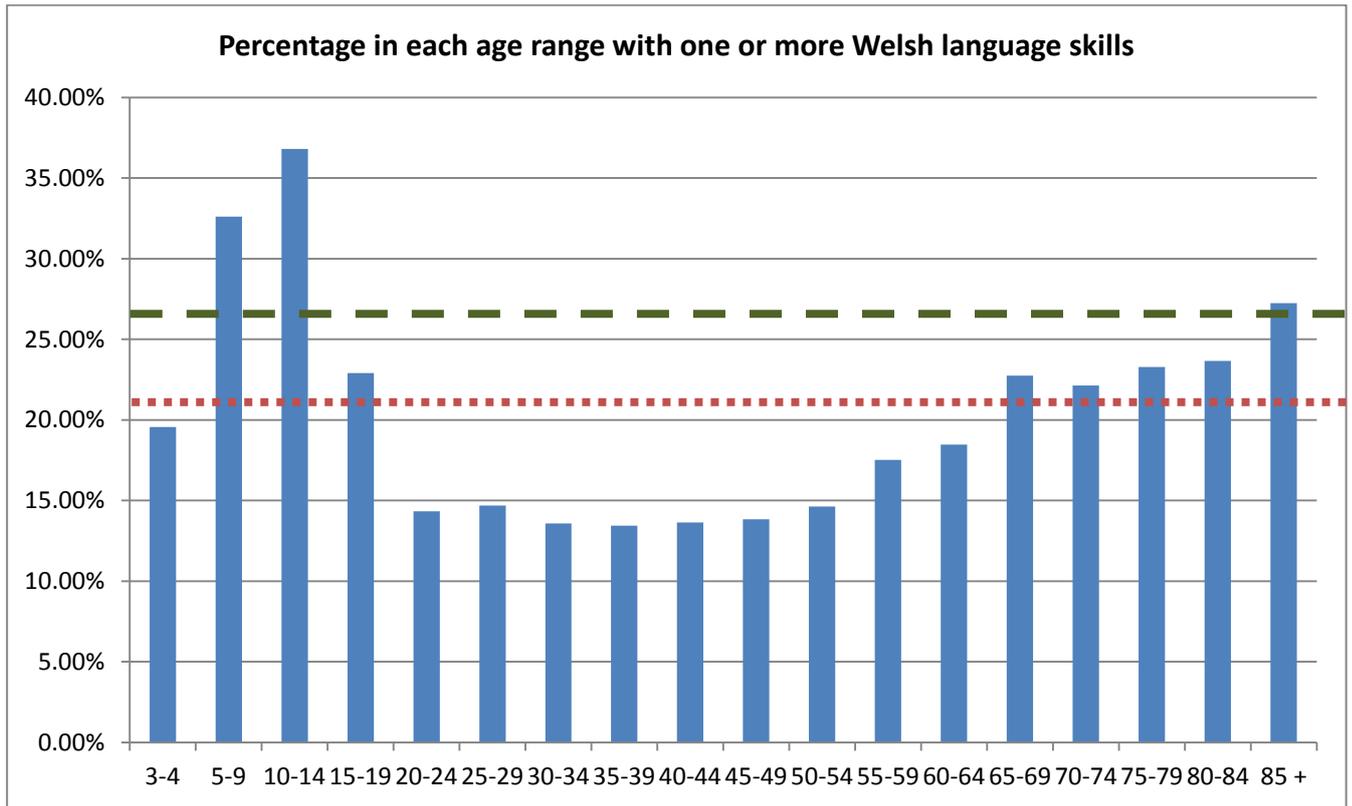
Wards with Welsh language skills above the Swansea mean

Wards with Welsh language skills below the Swansea mean

⁴ Highest percentage of residents with Welsh language skills

⁵ Lowest percentage of residents with Welsh language skills

2011 Census - Welsh language skills by age – all Swansea



average for Swansea total population aged 3+ shown as dotted line

average for Wales total population aged 3+ shown as dashed line

Appendix C – Complaints regarding compliance with standards

During the reporting period we received 7 complaints in connection with service provision under the Welsh language standards. Details as at the end of the reporting period (31-03-2017) are shown in the table below. Details of complaints on-going at the end of the reporting period will be included in the next annual report.

Reference (where available)	Complaint	Date Rec'd	Response	Last action	Status
	Street names not published in Welsh in notice	01.04.16	OWLC had previously informed Authority that names are monolingual and need not be translated	15.04.16	CLOSED – Not justified No further action
	Not happy amount of information duplicated in English and Welsh	21.04.16	This is in line with the Welsh Language Standards and continues	28.04.16	CLOSED – Not justified No further action
CSG054 (i)	Switchboard not answering in Welsh	28.04.16	Failure on first day of standards New phone system not operational	19.12.16	CLOSED – Justified Subsequent implementation successfully dealt with cause of failure No further action req'd
(ii)	2 out of 9 Public notices only published in English	28.04.16	2 notices prepared pre-standards. Translation overlooked pre-publishing.	19.12.16	CLOSED – Justified One-off incident Not repeated. No further action req'd
(iii)	Facebook postings not displayed in Welsh	28.04.16	Single postings were bilingual using Facebook translate feature. Apparent failure was down to user's phone configuration.	19.12.16	CLOSED – Procedures changed to post Welsh and English separately. Display no longer dependent on user set-up.
CSG118	Lack of Welsh language swimming lessons	15.09.16	Welsh speaking swimming instructor had left. Replacement being trained		OPEN – Justified ACTION PLAN TO BE AGREED WITH

					OWLC. AWAITING THEIR GUIDANCE ON CONTENT.
CSG156	English only on-line payment of parking fine	26.10.16	System is available in both languages. Payment via external site may require cookies to be cleared otherwise system will pick up old data and display in English	02.11.16	Awaiting a response from OWLC. No further action until this is received.
CS168	Automatic reminder for resident parking permit sent in English only	07.02.17	Problem resulted from a one-off manual handling error during the parallel running of two systems. We have asked OWLC for details so that we can investigate.	15.02.17	Awaiting a reply
CSG201	English only response to a Welsh language email	30.03.17	Email marked urgent received out of office. Recipient sent reply in English only	06.04.17	Initial response was sent to OWLC. Awaiting their reply.

Appendix Ch – Staff Welsh Language Skills

Each new starter since 2007 has been asked for information on their Welsh language skills. There is no obligation for them to provide the information - neither is it mandatory for anyone indicating that they have a certain level of Welsh language skills to have to use these in the course of their work.

The authority's HR system (Oracle) can now record Welsh language skill levels across the four areas of Speaking, Understanding, Reading and Writing. Staff are now able to update their Welsh language skills record as part of the on-line 'Self Service' option – but despite initiatives encouraging staff to provide these details, the completion rate remains low.

Data supplied by staff and held on the system indicates (as of 31/03/2017)

[TABLE A]

	Q18 Understand Spoken Welsh	Q18 Speak Welsh	Q18 Read Welsh	Q18 Write Welsh	Q18 Learning Welsh	Q24 Willing to use in the Course of Your Work
Grade 2	18	9	10	8	7	12
Grade 3	21	12	12	12	8	14
Grade 4	22	14	15	10	6	17
Grade 5	26	20	18	15	16	26
Grade 6	40	25	32	18	25	27
Grade 7	32	30	32	26	15	26
Grade 8	26	19	22	17	26	28
Grade 9	22	19	18	16	13	17
Grade 10	7	5	7	5	7	7
Grade 11	9	5	8	4	5	6
Grade 12	9	6	4	3	7	5
Over 12	1	2	2	1	0	1
Totals	233	166	180	135	135	186

The self assessment process allows staff to classify themselves into any or all of the six categories. The data summarised in the above table represents information from 426 individuals who have recorded one or more Welsh language skills.

From this it appears that Welsh language skills are fairly equally distributed throughout the various levels of employee by grade.

The overall figures for each section are:

[TABLE B]

Section	C18 Deall	C18 Siarad	C18 Darllen	C18 Ysgrifennu	C18 Dysgu	Q24 <i>Willing to use in work</i>

--	--	--	--	--	--

Poverty & Prevention	16	13	17	11	17	18
Place	105	78	85	68	53	79
Education (not schools)	31	14	12	9	15	19
Social Services	48	37	40	28	31	52
Resources	33	24	26	19	19	18

The summary figures for each section are :

[TABLE C]

Section	Headcount	Percentage of staff with skills recorded	Number of staff with skill(s) recorded	Number of staff willing to use these skills in work	Percentage of staff with skills recorded willing to use them in work.
Poverty & Prevention	334	10.18%	34	18	52.94%
Place	2657	6.25%	166	79	47.59%
Education (not schools)	1114	6.37%	71	19	26.76%
Social Services	1701	5.88%	100	52	52.00%
Resources	703	7.82%	55	18	32.73%
TOTAL	6509	6.54%	426	186	43.66%

The low number/percentage of staff members who have recorded any Welsh language skills does not include those who have no skills to record but have otherwise provided their personal 'equality data'

If the authority's workforce reflects local language demographics, this would indicate an overall completion rate by 25%-30% of staff. To provide increased confidence in the recorded data, we shall undertake an exercise to further encourage staff to provide details.

A further item to emerge from the figures is that just over 2 out of every 5 employees with some Welsh language skills are willing to use them in a work context. While some individuals' levels of skill may not be sufficient or appropriate for use in a work setting, this suggests that there is a potential pool of Welsh language skills which could be utilised if encouragement and assistance is made available to those currently unwilling to use them.

As mentioned in Section 6 of this report, in a further initiative to help address the recognised shortfall of Welsh-speaking-staff in some areas of operation the authority has sponsored Mynediad/Entry level Welsh language courses for staff. Tutors are based in Swansea University, the local hub of the National Centre for Learning Welsh.

Details of the available courses, numbers of students and attendance at these courses may be found in Appendix Ff.

Discussions are under way with providers to ensure a continuity of provision including follow-on courses and courses for new learners.

In addition to Welsh language courses, our on-line Welsh Awareness course has been revamped. It is recommended for managers and others who would benefit from background information on the local and national history, demography and social context of the language but who may not require specific Welsh language skills.

Appendix D – Vacant Posts and the Welsh Language

The Welsh language requirements of any new or vacant post must be assessed before being advertised and the assessment must classify the post as one of :

- a) Welsh language skills are essential;
- b) Welsh language skills need to be learnt when appointed to the post;
- c) Welsh language skills are desirable; or
- ch) Welsh language skills are not necessary.

A copy of all assessments must be retained.

All posts in groups a), b) and c) above must be advertised bilingually.

Classification of vacant and new posts is undertaken in line with the assessment detailed in Appendix Dd (below)

During the period 2016-17 the number of posts recorded as advertised in the four above classifications and in total were:

Jobs advertised where Welsh language skills were essential.	5
Jobs advertised where Welsh language skills would need to be learnt when appointed to the post.	0
Jobs advertised where Welsh language skills were desirable.	742
Jobs advertised where Welsh language skills were not necessary.	1
TOTAL JOBS ADVERTISED	748

Currently, most positions are initially advertised internally to staff in the authority's redeployment pool who would otherwise face redundancy.

The figures above include those posts filled from the redeployment pool as well as those advertised externally to the general public.

Appendix Dd – Welsh Language Assessment of new and vacant posts

This appendix contains the process by which vacant and new roles are assessed for their Welsh language skills requirement. As an internal document, the information is available only on English



WELSH LANGUAGE SKILLS ASSESSMENT

GUIDANCE FOR MANAGERS IN DETERMINING LANGUAGE LEVEL

1. WHICH WELSH LANGUAGE SKILLS ARE NEEDED FOR WHICH JOBS AND TEAMS

1.1 Jobs for which bilingual skills are ESSENTIAL

These are usually jobs where the employee needs to be able to speak “everyday Welsh” fluently with individuals. From time to time, the ability to write fluently in Welsh will be needed. The Skills Framework allows for differentiation between spoken and written skills’ for example, some jobs may require the former but not the latter.

Being fluent generally refers to Level 3 or above in the Skills Framework. Level 3 is the lowest level of fluency suitable for jobs where Welsh is considered essential. Ideally, however, Levels 4 or above are the most appropriate levels in terms of ability to use Welsh effectively.

Work that involves contact with the public and is **performed individually** by a single person requires Level 3 or above in order to provide an effective bilingual services, orally and written, without any delay or inconvenience for the individual.

Work that involves contact with the public and is performed as **part of a team**, with all team members generally performing the same duties or undertaking similar work, requires sufficient numbers of team members with Level 3 or above. Arrangements must be made to ensure that these workers are available to provide an effective Welsh Language service as required, without any delay or inconvenience to the individual.

1.2 Jobs for which bilingual skills are DESIRABLE

If bilingual skills are not essential for a job, you may still decide that the ability to communicate effectively in English and Welsh is desirable. How much emphasis you place on this will vary from post to post. Below are examples of criteria for laying greater emphasis on making bilingual skills desirable;

- Where it would be advantageous when providing a service for Welsh speakers, in settings where Welsh-speaking staff are already available, but where having an additional Welsh speaker would strengthen bilingual provision.
- Where it would strengthen the administrative support available to staff who use the Welsh language.
- Where it would help a team or workplace respond to the need to write short pieces of Welsh, or simple translations.
- Where it would enhance the Welsh ethos or climate of a team or workplace and help increase and normalise use of Welsh in the workplace.

2. ASSESSING AND RECORDING YOUR WORKFORCE LANGUAGE SKILLS

- 2.2 A Language Skills Framework (see Appendix A) is a way of easily assessing language skills based on the types of communication tasks (reading, writing, speaking and understanding) which the workforce are able to undertake in Welsh.
- 2.2 The Language Skills Framework will help managers to be clear about the exact skills levels that they need to refer to when assessing, recruiting and planning their workforce skills. This will also help managers to decide which level of skill is required in terms of speaking, understanding, writing or reading Welsh.
- 2.3 The Job Description should clearly state the level of Welsh required for the post (see Appendix B).
- 2.3 All posts must be advertised at a minimum of Level 1 for spoken and written Welsh.
- 2.4 When considering the level of Welsh required to undertake a post ask the following questions. If you answer 'yes' to any of the questions, you will need to consider what level of Welsh (according to the Language Skills Framework – see Appendix A) an individual would need to manage that contact:
- Does the role have contact with members of the public and/or other Council stakeholders (i.e. community groups, other public sector, private sector, town and community councils etc.), either face to face or over the phone?
 - Does the role have contact with children and young people, vulnerable individuals of any age or those in a care setting?
 - Does the role have contact with Elected Members?
 - As part of the role, does the post holder directly work or liaise with Welsh medium educational establishments?
 - Does the role require Welsh spoken skills to fulfil any other requirements of the job?
- 2.5 Posts should always be advertised at the appropriate level of language skill.
- 2.6 There may be circumstances where an otherwise suitable candidate does not reach the specified Welsh language level. In such instances, and providing that there is an existing level of Welsh language skill within the team, consideration can be given to appointing that candidate. The offer of appointment would be conditional on the candidate agreeing to achieve the required language level within a prescribed period. The individual would then be offered the appropriate learning and development programme to support them in attaining the required level. On such occasions, advice should always be sought from HR & OD before any offer of appointment is made.

LANGUAGE SKILLS FRAMEWORK

LEVEL 1			
<p><i>Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. where someone lives; what they like doing. Can pass on a simple message or make a straightforward request, e.g. via e-mail.</i></p>			
UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> ➤ Can understand simple personal information details; e.g. where someone lives, his/her name, who the person wishes to see 	<ul style="list-style-type: none"> ➤ Can pronounce place names and personal names correctly. ➤ Can greet individuals face to face or over the phone ➤ Can open and close a conversation or open and close a meeting. 	<ul style="list-style-type: none"> ➤ Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms 	<ul style="list-style-type: none"> ➤ Can open and close an e-mail or letter ➤ Can write personal names, place names, job titles ➤ Can write a simple message to a colleague on paper or e-mail, e.g. such and such has called.
LEVEL 2			
<p><i>Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences.</i></p>			
UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> ➤ Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel general ➤ Can understand when people ask you do something 	<ul style="list-style-type: none"> ➤ Can communicate simple information or ask common questions, e.g. to acquire information from an individual ➤ Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh ➤ Can hold a short conversation with an individual or exchange relatively straightforward information ➤ Can contribute to a meeting, but need to revert to English for specialist terms. ➤ 	<ul style="list-style-type: none"> ➤ Can read short message and certain letters or e-mails, e.g. those which make a request or ask you to pass on a message 	<ul style="list-style-type: none"> ➤ Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting ➤ Can write a short letter or e-mail to arrange an appointment

LEVEL 3

Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can read articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> ➤ Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar. ➤ Can understand a discussion at a meeting if the subject is familiar. ➤ Can understand individuals and colleagues in a familiar situation or in everyday conversation. 	<ul style="list-style-type: none"> ➤ Can take part in most conversations with colleagues about work and plans if the vocabulary is not too technical. ➤ Can hold a conversation with an individual or exchanging relatively straightforward information. ➤ Can contribute to a meeting but need to revert to English for specialist terms. ➤ Can adapt the style of language to suit the audience. 	<ul style="list-style-type: none"> ➤ Can understand most e-mail messages or letters concerning day to day work. ➤ Can guess the meaning of a word based on context if the subject is familiar. ➤ Can read a simple, straightforward article in a newspaper or magazine types of written material. 	<ul style="list-style-type: none"> ➤ Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event. ➤ Can write relatively accurately when drafting a short information leaflet or information Welsh as required.

LEVEL 4

Can usually follow most conversations or discussions, even on unfamiliar topics, unless the speaker has a strong or unfamiliar accent. Can talk confidently with fluent speakers about familiar subjects relating to work, and can express an opinion, take part in discussion, and talk extensively about general topics, e.g. in meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of a dictionary and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately to.

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none"> ➤ Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar. ➤ Can understand differences in register and dialect. 	<ul style="list-style-type: none"> ➤ Can contribute effectively to internal and external meetings in a work context. ➤ Can converse comfortably with individuals and exchange information as required. ➤ Can argue for and against a specific case. ➤ Can chair meetings and answer questions from the chair confidently. 	<ul style="list-style-type: none"> ➤ Can read most correspondence and scan long texts to find details. ➤ Can understand most newspaper articles and reports with the aid of a dictionary. ➤ Can understand novels and other texts, unless written in a very formal or colloquial form. 	<ul style="list-style-type: none"> ➤ Can produce correspondence of all types, short reports, documents and literature with support of an editor or electronic aid.

LEVEL 5

Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in details, adapting the language to suit the audience.

UNDERSTANDING	SPEAKING	READING	WRITING
<ul style="list-style-type: none">➤ Can follow all conversations and discussions with individuals or colleagues.➤ Can understand the ambiguity and nuance of language.	<ul style="list-style-type: none">➤ Can express yourself fully in detail, even when discussing complex issues.➤ Can adapt the style and register of your language to suit the audience.	<ul style="list-style-type: none">➤ Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally.➤ Can read long texts to find relevant details and can understand most types of written material.	<ul style="list-style-type: none">➤ Can write reports in a clear style appropriate to the reader with the support of electronic language aids.➤ Can write formal or informal Welsh as required.➤ Can write a range of documents accurately and with confidence.



PERSON SPECIFICATION

(detholiad / extract)

WELSH LANGUAGE:	The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. Please see below for the requirements for this post.			
	Essential	Must be Learned	Desirable	Not Essential
	Essential could cover a wide spectrum, i.e. <ul style="list-style-type: none"> ➤ from conversing with members of the public and signposting them to other Services and ➤ to be able to present detailed arguments in court proceedings An indication of the precise requirement should be included.			
EVIDENCE	At interview, then in post			
ASSESSMENT OF POSTS	All advertised posts have to be assessed in respect of the Welsh Language requirements. The evidence of which has to be retained and available for (a) audit trail and (b) inclusion in annual report figures.			
Welsh JUSTIFICATION FOR CONFIRMING POST AT THAT LEVEL OF WELSH REQUIRED				

Appendix E – Menter Iaith Abertawe (MIA)

Menter Iaith Abertawe (Swansea's Welsh Language Initiative) was established in 2001. Its aim is to promote and expand the use of the Welsh language in the City and County of Swansea, with the mission statement:

- *“Hyrwyddo'r defnydd o'r iaith Gymraeg gan bobl o bob oedran, cefndir ac iaith yn nalgylch Dinas a Sir Abertawe a gwneud y Gymraeg yn gyraeddadwy i bobl Abertawe”*
- *“To promote the use of the Welsh language by people of all ages, backgrounds and languages in the catchment area of the City and County of Swansea and make the Welsh language accessible to the people of Swansea”.*

To this end, they provide opportunities for people in Swansea to use the Welsh language; provide opportunities for those learning Welsh to develop their skills; promote the use of the Welsh language across voluntary, statutory and voluntary sectors in Swansea; and raise awareness of the Welsh language to those in the area.

The authority acknowledges that there are some areas of operation which it is currently unable to undertake through the medium of Welsh. In order to meet our obligations under the Standards (and, previously, our Welsh Language Scheme) some departments have worked in partnership with MIA, with an aim to develop in-house provision over time.

Where appropriate, some MIA personnel have undertaken training and qualifications alongside LA staff to facilitate provision of a Welsh language service equivalent to the existing English-language one. Where appropriate, they have also been given access to relevant Council IT and other systems to enable delivery of a seamless and consistent non-language-biased service.

During the development of any initiatives dealing with the public, and especially when undertaking consultation, bilingual information is routinely sent out to MIA for them to forward to those registered on their standard distribution list. This helps to ensure that the Welsh language community is widely represented in these exercises.

For major initiatives and others which have a specific Welsh language aspect, MIA may be invited to provide their expertise and advice to ensure that the associated Equality Impact Assessment adequately reflects the needs of the Welsh speakers of the area.

As the prime contact for Welsh speakers in the area, MIA has been approached to assist the authority in the production of the 5 year community based plan for promotion of the Welsh language.

Initially this will be through asking those on their distribution lists, associated groups and other contacts for information on their experiences of Welsh language undertakings, (e.g.

activities, groups, buildings and other facilities) across the complete local authority area in order to obtain a baseline of Welsh language activity.

The activities which are identified will be mapped, and this information made available publicly to provide residents and others with the opportunity to interact with Welsh speakers across the complete range of activities described. The mapping exercise will further provide an opportunity to identify and address areas of low Welsh language provision.

Appendix F – Swansea Standards subject to adjustment

The original Compliance Notice issued by the Welsh Language Commissioner was received by the authority on 30-09-2015 with implementation dates of 30-03-2016 (at the earliest) and 30-09-2017.

Not every standard (implemented as Regulations by NAW) was applied to the authority – in part since some grouped standards were designed to provide a range of operations based on local demographics and experience. The standards which did not apply to the authority were N^os 10, 18, 23, 24B, 25, 26B, 27B, 27C, 27CH, 28, 29B, 39, 40, 53, 54, 65, 65A, 66, 113, 117, 121, 123 & 138

Following receipt, appeals were lodged against some aspects of individual standards and a dialogue ensued with the Office of the Welsh Language Commissioner as to their final format. Some appeals were rejected while others led to adjustments being applied to the standard(s) concerned.

The final Compliance Notice contains adjustments against ten individual standards as detailed below – this includes some which were issued with adjustments already in place in our original notice. In addition, two standards (#2 & #3) have been removed unilaterally from the Compliance Notice by the Commissioner’s Office.

	Published Standard	Adjustment
2 3	Standards 2 and 3 dealt with initiating corresponding with an individual or a household and requesting and recording their language preference. These were included in the initial draft Compliance Notice sent to the authority but were removed by the Commissioner from the final (operative) version of the Compliance Notice.	
21	When you telephone an individual (“A”) for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.	<i>You must comply with standard 21 in every circumstance, except:</i> <ul style="list-style-type: none"> • where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; • where no Welsh speaking member of staff is available to provide a service on the specific subject matter in question.
33	If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh— <ul style="list-style-type: none"> (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available. 	<i>You must comply with standard 33 in every circumstance, except:</i> <ul style="list-style-type: none"> - where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting.
38	Any material that you display in	<i>You must comply with standard 38 in</i>

	public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	<p><i>every circumstance, except where the following is applicable:</i></p> <p><i>(1) A body is not required to translate into Welsh any text that it has not produced (“text A”).</i></p> <p><i>(2) A body will not be treating the Welsh language less favourably if it does not translate text A into Welsh but see sub-paragraph (3).</i></p> <p><i>(3) A body must use the Welsh version of text A if another person has produced text A in Welsh in accordance with—</i></p> <p><i>(a) its Welsh Language Scheme;</i></p> <p><i>(b) a duty to comply with Welsh language standards;</i></p> <p><i>(c) Standing Orders of the Assembly;</i></p> <p><i>(ch) section 35(1C) of the Government of Wales Act 2006; or</i></p> <p><i>(d) the Assembly Commission’s Official Languages Scheme</i></p>
41	<p>If you produce the following documents you must produce them in Welsh—</p> <p>(a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings;</p> <p>(b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</p>	<p><i>You must comply with standard 41(a) in every circumstance, except:</i></p> <p><i>- other papers that are available to the public, which relate to management board or cabinet meetings</i></p> <p><i>You must comply with standard 41(b) in every circumstance, except:</i></p> <p><i>- other papers for meetings that are open to the public.</i></p>
42	Any licence or certificate you produce must be produced in Welsh.	<p><i>You must comply in relation to a licence or certificate that is published in every circumstance.</i></p> <p><i>You must comply in relation to a licence or certificate that is issued to a person, and that is not published in the following circumstances:</i></p> <p><i>a) when you have offered to produce a licence or certificate in Welsh for an individual, and</i></p> <p><i>b) when that individual has informed you that they wish to receive a licence or certificate in Welsh.</i></p>
64	Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who	<p><i>Standard 64 must be complied with, in relation to the below, by 30 March 2016:</i></p> <ul style="list-style-type: none"> <i>• The body's main reception service</i> <p><i>Standard 64 must be complied with,</i></p>

	requires an English language reception service.	<i>in relation to the below, by 30 September 2016:</i> • <i>All other reception services.</i>
67	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	<i>You must comply with standard 67 in relation to the following by 30 March 2016:</i> • <i>The main reception service</i> <i>You must comply with standard 67 in relation to the following by 30 September 2016:</i> • <i>Every other reception service</i>
76	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.	<i>You must comply with standard 76 in the following circumstances:</i> <i>(a) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or</i> <i>(b) If the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</i>
84	If you offer an education course that is open to the public, you must offer it in Welsh.	<i>You must comply with standard 84 in every circumstance, except:</i> • <i>when an assessment carried out in accordance with standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh.</i>
137A	If you publish— (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.	<i>You must comply with standard 137A in every circumstance, except:</i> <i>- job descriptions where a post has been categorised as one where Welsh language skills are not necessary.</i>

Appendix Ff – Welsh Language Training courses

Internal training courses are advertised to staff on the authority's intranet - *StaffNet*.

Any courses newly developed since the introduction of our Welsh language standards may be requested in either Welsh or English.

The delivery of any courses is dependent on sufficient members of staff subscribing before the course is scheduled, and this approach is applied to both English and Welsh language course delivery.

During the reporting period, no members of staff have requested instruction on relevant courses through the medium of Welsh.

The authority has provided subsidised basic Welsh language tuition during the reporting period. The courses follow the Mynediad entry level course. Some staff who have previously attended level 1 (or equivalent) have followed the level 2 part of the course.

The courses were still in progress at the end of the reporting period. Details of students and attendance are in the table below.

Level	Start Date	am / pm	No. of lessons	Staff on Course	Total Planned Attendance s	Total Actual Attendance	Attendance percentage
1	9/11/16	am	18	16	288	237	82%
1	9/11/16	pm	18	16	288	243	84%
1	5/01/16	am	13	17	221	180	81%
				48	797	660	83%
2	5/01/16	pm	13	7	91	61	67%
				7	91	61	67%
	TOTAL			55	888	721	81%

An evaluation exercise will follow with a view to continuing provision as well as supporting those who have completed the courses to maintain the skills which they have learnt.

Future courses may change in line with the '*Cymraeg Gwaith*' initiative of the National Centre for Learning Welsh and any agreement between the authority and the local provider.