

## How the authority complies with the Welsh Language Standards

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

Prior to the Standards becoming effective on 30<sup>th</sup> March 2016, and since then, a number of steps have been put in place to meet the requirements and progress is ongoing. Please see the table below:

	Steps taken	Actions	Dates
1	Maintain pre-existing Welsh medium service delivery	<ul style="list-style-type: none"> <li>Encourage staff who speak Welsh to do so</li> <li>Managers to be aware of staffs' Welsh Language Skills</li> <li>Welsh "Iaith Gwaith" lanyards worn by Welsh speakers and learner badges by those who are learning Welsh.</li> <li>List of Welsh speaking staff maintained on Staff Intranet.</li> </ul>	On going
2	Telephone	<ul style="list-style-type: none"> <li>A new corporate telephone system has been introduced and enables a standard bilingual first contact for calls to the main council switchboard.</li> </ul>	April 2016
3	Council Website	<ul style="list-style-type: none"> <li>External Website to be fully bilingual</li> </ul>	March 2016 and ongoing
4	Increase number of Welsh speaking staff	<ul style="list-style-type: none"> <li>Promotion of Welsh at work training for staff to increase number of Welsh speakers.</li> <li>E learning Welsh Language awareness available</li> <li>Presence of Welsh Language Officer, Menter Iaith and National Centre for Learning Welsh at staff drop in events</li> <li>Staff Support Group for Welsh speakers and learners</li> </ul>	<p>60 employees completed the 30 week foundation course in 2016-17</p> <p>At least once a year ongoing.</p> <p>Group run Dec 16 -March 2017 with some success. Other means of support under consideration.</p>

5	Educating Departments and individuals in the standards	<ul style="list-style-type: none"> <li>• A series of presentations was given to representatives from all areas of the authority's work to assist a comprehensive and consistent approach to compliance.</li> <li>• Awareness sessions offered to elected members.</li> <li>• Service Delivery was given initial priority, it being the most visible to the public.</li> <li>• A number of Handy Guides and useful information produced for staff e.g. guide to bilingual social media, list of Welsh language staff champions.</li> </ul>	<ul style="list-style-type: none"> <li>• Leading up to March 2016</li> <li>• Ongoing education takes place with individual managers and staff members.</li> <li>• Handy Guides updated October 2017</li> </ul>
6	Welsh Language Staff Champions Group	The flow of information around the authority has been undertaken in the main through this group with at least one champion in each service area.	Since Compliance Date and ongoing every 2-3 months.
7	The Equality Impact Assessment Process	The council's EIA process has broadened the set of parameters as set in the Equality Act 2010 /Public Sector Equality Duty to include mention of the WL Standards and our requirements to meet them.	Ongoing An EIA Screening and/or full report is required on all of the authority's main decisions and forms part of corporate reporting.
8	Human Resources	<ul style="list-style-type: none"> <li>• All HR policies in relation to staff have been translated to Welsh.</li> <li>• Each new starter is asked if they speak Welsh and this information is recorded.</li> <li>• Employees are encouraged to indicate on the authority's HR system (Oracle) their Welsh Language Skills level.</li> </ul>	All HR policies in relation to staff have been translated to Welsh. Since 2007 Ongoing.  Ongoing
9	Welsh Translation	In-house Welsh translation unit The aim is that all correspondence with the public be available in Welsh (Web pages, letters, emails, telephone, social media, face to face) and the Unit is key to achieving this.	Ongoing progress being made. Additional translators have been recruited and guidance has been developed to help people making translation requests.
10	Social Services	In addition to the Standards much of the work of the Social Services Department is further dictated by the <i>Mwy Na Geiriau /More than Just Words</i> -Welsh Government's Strategic framework.	Ongoing

