

POLICY & RESOURCES SCRUTINY

11 JANUARY 2017

ANNUAL REPORT 2015/16 ON THE WELSH LANGUAGE

To consider and comment on the following issues:

- To receive the annual report in relation to the Welsh language and the introduction of the Standards during 2015-16.

Reasons:

- It is a statutory responsibility for the Authority to implement the Welsh language Standards. As part of the Standards, we must publish an Annual Report which outlines the implementation work.

To be referred to the Executive Board for decision: YES

Executive Board Member Portfolio Holder:

- Cllr. Mair Stephens (Human Resources, Efficiencies & Collaboration)

Directorate: Chief Executive's	Designations:	Tel Nos. / E-Mail Addresses:
Name of Head of Service: Wendy Walters	Assistant Chief Executive (Regeneration and Policy)	01267 224112 wswalters@carmarthenshire. gov.uk
Report Author: Llinos Evans	Policy & Partnership Officer	01267 224914 llinevans@carmarthenshire. gov.uk

EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY 11 JANUARY 2017

Annual Report 2015/16 on the Welsh language

This Annual Report has been produced in order to comply with the Welsh Language Commissioner's monitoring arrangements. The Welsh Language Commissioner gave Carmarthenshire County Council a compliance notice regarding the Welsh Language Standards Regulations on 30 September 2015 which required CCC to comply with most of the standards by 31 March 2016. This Annual Report therefore focusses on the introduction work across the Authority.

The Welsh Language (Wales) Measure 2011 places a duty on county councils and county borough councils in Wales, national park authorities and Welsh Ministers to comply with standards in relation to the Welsh language.

The standards mean that the Welsh language must not be treated less favourably than the English language, and must also promote or facilitate the use of the Welsh language. This is in accordance with the two principles that form the basis of the Welsh Language Commissioner's work:

- in Wales, the Welsh language should be treated no less favourably than the English language
- persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.

The Welsh language Standards have replaced the Welsh language schemes and will:

- provide greater clarity to organizations on their duties on the Welsh language
- provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh
- ensure more consistency of Welsh language services and improve their quality.

Quality Assurance

Representatives from the Welsh Language Commissioner's office met with Cllr Mair Stephens and officers from Regeneration & Policy on 25 October. The meeting was positive with feedback provided by both organisations on the implementation of the Standards and future steps.

During December 2016 and March 2016, the Welsh language Commissioner's Office undertook a series of quality assurance exercises. This included visiting reception areas, websites, social media and holding a sample of telephone calls. Carmarthenshire County Council has performed well in these exercises, specifically when looking at our corporate website and use of social media.

A summary of the results are provided below –

Reception areas survey (15 visits to 5 sites)

- Did the visitor receive a Welsh medium greeting or a Welsh response to a Welsh greeting? **73%**
- Did the visitor receive a Welsh medium response to a Welsh medium question? **73%**
- Did the visitor receive a complete response through the medium of Welsh? **60%**
- Where unable to deal with the question in Welsh, did the member of staff transfer the question to another colleague? (6 situations) **33%**
- Did the member of staff offer to transfer to another colleague? **66%**
- Did the visitor receive a courteous response to the Welsh medium enquiry? **100%**

Telephone calls survey (3 calls)

- Was the telephone conversation held through the medium of Welsh? **100%**
- If the call was transferred to another department, was the subsequent call held in Welsh? **100%**
- Did CCC succeed in dealing with the query through the medium of Welsh? **100%**
- Was the Welsh medium service available at first point of contact? **66%**

Correspondence survey – 18 enquiries (9 in Welsh and 9 in English)

- Number of responses to Welsh medium correspondence – 6
- Number of responses to English medium correspondence – 7
- Social media responses – **100%**

Website survey – 48 pages visited

- **100% compliance**

On-line services – 21 services

- **100% compliance**

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: Wendy Walters, Assistant Chief Executive (Regeneration and Policy)

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	NONE	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

The new Compliance Notice received from the Welsh Language Commissioner on 30 September 2015 required the Authority to comply with a new set of Standards by 31 March 2016.

2. Legal

The Welsh Language Standards Regulations 2015 came into force on 31 March 2015. These Regulations replace the responsibilities placed on Carmarthenshire County Council under the Welsh Language Act 1993 and were imposed on the Authority on 31 March 2016.

3. Finance

Additional resources have been allocated to the Translation Unit, due to an increase in the workload.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Wendy Walters, Assistant Chief Executive (Regeneration and Policy)

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Welsh Language (Wales) Measure 2011	(Welsh version) http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_we.pdf (English version) http://www.legislation.gov.uk/mwa/2011/1/pdfs/mwa_20110001_en.pdf
Carmarthenshire County Council's Welsh Language Standards – Compliance Notice	(Welsh version) http://www.comisiynyddygydraeg.cymru/Cymraeg/Rhestr%20Cyhoeddiadau/20150930%20Hysbysiad%20Cydydffurfio44%20Cyngor%20Sir%20G%C3%A2r%20(cy).pdf (English version) http://www.comisiynyddygydraeg.cymru/English/Publications%20List/20150930%20Hysbysiad%20Cydydffurfio44%20Cyngor%20Sir%20G%C3%A2r%20(en).pdf