

Carmarthenshire County Council's Annual Report 2016/17 on the Welsh language

Dear Commissioner,

Please see enclosed Carmarthenshire County Council's Annual Report for 2016/17. The report focuses on the first year of implementation of the Welsh Language Standards. The report follows the same format as last year's preparatory report – with evidence of progress against action points for every Standard. However, it is likely that the annual report hereafter, will follow a slightly different format with Standards being grouped into categories, as a lot of the work to comply with the Standards will continue and will not need to be repeated.

During 2016/17, the Welsh Language Members' Advisory Panel has continued to receive regular updates regarding the Standards, and have continued with their key role of monitoring progress and calls for evidence of progress from specific departments within the Council.

The County Forum, which is being led by the Council and includes representation from organisations who promote the Welsh language in the county, as well as public bodies with Welsh language officers, has continued with its role of developing a programme of promoting the Welsh language in the county and has contributed significantly to creating the Promotion Strategy for Carmarthenshire, in accordance with the Promotion Standard.

When writing the 2015/16 report, the recommendations of 'The Welsh Language in Carmarthenshire' report were allocated to the *Internal Use Policy, Standards Action Plan, the Promotion Strategy* and the *Welsh in Education Strategic Plan*, but during the process of writing the Promotion Strategy, it came apparent that the action plan for the Strategy would be the ideal location for the recommendations (apart from those relevant to education). We will therefore report on *The Welsh Language in Carmarthenshire* recommendations in the Action plan report of the Promotion Strategy and they will not appear as an appendix to this report.

A lot of internal communication work has been undertaken during 2016-17 whilst building on the work of creating guidelines to convey the standards during the preparatory year. All guidelines were placed on the intranet and a new guideline was created which helps staff to write in Welsh by using electronic support (see Appendix 1). As you can see from the Communication Plan for 2016-17 (see Appendix 2), a number of internal road shows were attended to disseminate messages and to distribute guidelines, and in October a managers' conference was attended. A presentations were given to various groups of staff and a lot of communication work was undertaken through collective electronic media as well as the electronic newsletter and the electronic newsletter sent with pay slips. Furthermore, additional support materials were created to sit alongside and support the Guidelines, including audio clips, vocabularies, videos and templates (Appendix 3). Posters were designed and printed to display in the Council's print rooms to remind staff to work bilingually (Appendix 4).

The Council have also been busy communicating with the public. The campaign that was ran last year in 'Carmarthenshire News' was published again this year, including an advert for learners to use their Welsh language with the Council (Appendix 4). The campaign was also extended to bus stops (Appendix 2). Six areas were chosen to display posters in those communities which are priority areas for the County Strategic Forum. Following publishing the Promotion Strategy, a banner was used on the corporate website homepage to draw the public's attention to it (Appendix 2).

Promotion work was undertaken with the County's Event Organiser Forum to convey the importance of using the Welsh language when organising community events and sharing information about the support available to work bilingually.

The county's markets attract a high number of local customers and visitors, and with many of them being indigenous businesses of the county, there is a golden opportunity to promote the Welsh language. The campaign 'Our produce, our language' started during the year, with posters being displayed by stall holders to encourage customers to speak Welsh. We hope to extend this campaign during 2017-18 to ensure that customers see and hear the language in our markets.

Another significant development that happened this year was the development of Carmarthenshire County Council's [Promotion Strategy](#). Although work had already taken place following the results of the last Census, the challenge set out by the Standards promotes a new focus to the work of promoting the Welsh language in the county. The Promotion Strategy was developed by the Welsh Language Members' Advisory Panel and the County Strategic Forum and all parties have agreed to work towards the vision of restoring the Welsh language as the main language in the county. The Strategy was approved by the Executive Board and was published on our website, and moreover work begun that derived from the Strategy through the County Forum. The need for a more complete picture of activity promoting the Welsh language was identified, and a piece of research work was commissioned. The document was circulated to partners of the County Forum and it will be a useful tool for the County Forum when planning work in the future. The document will be published on the website shortly. When writing the Promotion Strategy, the need to find more meaningful indicators for measuring the success of the Promotion Strategy was also identified. Initial work has been undertaken to find indicators that would measure the use of the Welsh language and awareness of the Welsh language, but there is still work to be done on this before it can be incorporated into action plans of the Promotion Strategy in the future.

When looking at raising awareness of the benefits of bilingualism as part of the work on the Promotion Strategy, work was undertaken on the need to create a pool of language awareness resources for the county, which would provide a consistent message that all organisations could convey. An electronic resource was prepared on Google drive and this has been shared with all organisations that promote the Welsh language in the county. In order to start raising awareness of the advantages of bilingualism in the county, a comprehensive booklet that promotes the advantages of Welsh medium education and specifies the path towards bilingualism, has been designed and printed (Appendix 5). This work derived from the County Forum and all partners contributed to the content of the booklet. During 2017-18, this booklet will be distributed strategically to support delivery of the Welsh in Education Strategic Plan.

Following the work done on data collection for the language skills audit, the potential to carry out intensive work to move staff along the language continuum was identified. A successful bid was made for funding to appoint a member of staff to work specifically on tailoring provision for individuals and to coordinate support between the Welsh for Adults provider and our staff. The officer will start in the next financial year and will be working within the Council's Learning and Development Team.

A safe recruitment training course is provided to any managers who are responsible for the Recruitment process, as well as Councillors who sit on appointment panels. During the year, we have worked with a Welsh medium training company in the county in order to support them to follow the recruitment training qualification, and therefore we will be able to promote Welsh medium opportunities internally. We will monitor the numbers that follow the course through the medium of Welsh in order to encourage more people to follow.

Development work took place during 2016-17 with Language Leaders in the Leisure Division. The Leaders met monthly and made constant progress with ensuring consistency in visual bilingualism within their workplaces through checklists. All permanent and temporary bilingual signage used by the Division were corrected and rectified, and saved in a convenient place for future use, and work was done to ensure that staff are informed of opportunities to learn Welsh. New language leaders were trained for the Environment Department and they will start on their work during the next financial year.

Promotional work was also accomplished that was additional and did not derive directly from the Promotion Strategy or the County Forum, however it did align with the Strategy's priorities of promoting businesses to use the Welsh language within the county and encourage learners to gain enough confidence to become fluent. An event was organised in Llanelli by the Business Development Team within the Regeneration Division to bring various businesses together to discuss the potential of working more bilingually and materials were distributed that included the Commissioner's guidelines, and the Council and Menter Iaith's resources. A new club for learners was organised, in partnership with Menter Gorllewin Sir Gâr, at Yr Atom in Carmarthen, in order to bring learners together so that they get the opportunity to hear and use the Welsh language informally (Appendix 2). A number of staff within the council were encouraged to attend. The numbers were extremely encouraging, and time must be invested in this club to ensure it continues in the future. It would be good to try to duplicate this in other areas during 2017-18.

During the year, the Policy and Partnership Team has worked closely with all Council departments to offer support and guidance but also to monitor compliance. One example is the work of the standards audit completed with the Senior Management Team within the Housing Division. A meeting was held with the Senior Managers to map out the standards, the level of compliance and to explore the opportunities for future developments. The results of the meeting were positive and the information was presented to the Head of Service with recommendations for action. One of the managers was appointed as a Language Leader and the division will follow the 'Language Leaders' training during 2017-18. One of the areas highlighted by the managers was that it is difficult to release staff for Welsh lessons in the workplace, as a large proportion of them provide frontline services. As a result, we have set up a specific course for the division in their main office at East Gate, and the course will also be provided in Carmarthen and Ammanford. The content is tailored to the service area.

Regular meetings have also continued with Human Resources colleagues in order to ensure progress in accordance with the Standards and to receive regular feedback regarding the implementation of the Language Skills Strategy. The Human Resources Division monitor the recruitment processes and support managers in conducting language assessments of posts. They are also responsible for the training provision and providing employment support to all council staff. We will continue to meet regularly during 2017-18.

The Communities Department has also appointed one of the senior management team as a Language Leader, in order to lead on the *More than just Words Strategic Framework* and to ensure progress is made when providing Welsh language services in care. During the year, the departmental forum has met regularly to discuss areas such as workforce planning, commissioning services and staff training. Following receiving the results of the language skills audit, a task and finish group was established to look at the results and to compare the number of clients receiving care through the medium of Welsh and the active offer. The results of this work will be presented to the Director of Communities and to the Health and Social Care Scrutiny Committee during 2017-18.

Below is a list of attachments which is evidence for the report -

Appendix 1: Guidelines Writing Welsh and your computer

Appendix 2: Communication Plan

Appendix 3: Intranet materials (e.g. chairing meetings)

Appendix 4: Posters for print rooms

Appendix 5: Leaflet promoting bilingualism

Appendix 6: Complaints received

Appendix 7: Training provided

Appendix 8: Results of the language skills audit

I sincerely hope that the report is evidence of the Council's commitment to realise the Standards.
You are welcome to contact us if you have any enquiries after reading this report.

Regards,

Councillor Peter Hughes-Griffiths

**Executive Board Member with responsibility for the Welsh Language
Carmarthenshire County Council**

Class of Standard: Service Delivery

Standard Number	Standard	Action Points 16-17	Status and evidence
1	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	<ul style="list-style-type: none"> • Update information on induction e-module • Work with <i>Learning and Development</i> and <i>Optimwm</i> • Work with the departmental Business Support units to raise awareness and monitor development • Ways of monitoring to be discussed by Internal working group 	<ul style="list-style-type: none"> • General information regarding the Standards requirements have been included in the induction e-module and an elaboration of the Standards requirements have been included in the Language Awareness e-module • Develop the role of the Language Leaders to include monitoring and checking • The departments to continue to implement the Standards
4	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	<ul style="list-style-type: none"> • See above • Cooperate with Communications unit to identify departments with newsletters to ensure that they are bilingual and to include content on Standards 	<ul style="list-style-type: none"> • See above • Departmental newsletters have been checked
5	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	Look at options in terms of entrance points for Language choice in order to ensure accurate records (in databases that were set up before the Standards)	<ul style="list-style-type: none"> • Our advice to departments is to provide bilingual versions of correspondence. With the few examples where regular correspondence leads to the language being recorded, the

			departments have systems in place.
6	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	See above	
7	You must state - (a) in correspondence, and (a) in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	<ul style="list-style-type: none"> • Develop publishing guidelines • Distribute guideline according to the Communications Plan • Discuss with graphic designers to place statement as departments order new headed paper 	<ul style="list-style-type: none"> • Completed • Completed • Completed
8	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	<ul style="list-style-type: none"> • Update information in the Module • Induction session – how to answer phone – update needed • Discuss <i>Optimwm</i> work with Learning and Development • Monitoring to be discussed in Working group 	<ul style="list-style-type: none"> • See above • See above • Presentation to the Customer Services Department • A phonetic script was provided to employees in our libraries on how to greet in Welsh. • Additional resources were created including scripts

			and sound clips for the intranet
9	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	See above	See above
10	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	See above <ul style="list-style-type: none"> • Following the Skills assessment, update language skills record in email address book (outlook). Follow this up with IT Services • Keep an eye on Microsoft Office 365 	
12	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	No action needed	
13	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	No action needed	
14	When you publish your main telephone number or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	<ul style="list-style-type: none"> • Run marketing campaign 'whichever way...' to promote Welsh medium services • Run a specific campaign in Carmarthenshire News to encourage people to use Welsh when getting in touch with the Council 	<ul style="list-style-type: none"> • Completed • Marketing material to promote services provided by the Customer Centre has been checked to ensure compliance

15	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	Policy Team to speak to the Head of Customer Services about Standard 15	
16	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	Include in the Telephone Answering Guidelines	Completed
17	When there is no Welsh language service available on your main telephone number (or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	No action needed	
18	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must provide that service in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	<ul style="list-style-type: none"> • Update Language Awareness e-module • Induction session – how to answer phone – update needed • Update language skills record on Outlook 	<ul style="list-style-type: none"> • General information regarding the Standards requirements have been included in the induction e-module and an elaboration of the Standards requirements have been included in the Language Awareness e-module

20	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	See above	
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.	See above	
22	Any automated telephone systems that you have must provide the complete automated service in Welsh.	See above	
24	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	<ul style="list-style-type: none"> • Discuss with Working Group about monitoring this • Provide wording on intranet on inviting someone to a meeting 	<ul style="list-style-type: none"> • Additional resources were created that provides a wording for inviting persons to a meeting. They have been placed on the intranet.

24A	If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	Develop Guideline on Organising and arranging meetings	Completed
26	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must ask A whether A wishes to use the Welsh language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.	<ul style="list-style-type: none"> • Send Standard to department who come under the definition of wellbeing – Social Care, Children’s Services • Discuss translating from English to Welsh with Communications department 	Completed
26A	<p>You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting -</p> <p>(a) if the meeting relates to the well-being of an invited individual ("A"), and</p> <p>(b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.</p>	<ul style="list-style-type: none"> • Send Standard to department who come under the definition of wellbeing – Social Care, Children’s Services • Discuss with Communities Manager • Discuss with Manager responsible for Wellbeing Act and Information, Advice and Support Manager 	Completed
27	If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask	Consider best ways of monitoring	

	each person whether they wish to use the Welsh language at the meeting.		
27A	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	Consider best ways of monitoring	Staff working group meeting, June
27CH	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	<ul style="list-style-type: none"> Follow the Challenge and Appeal procedure through the Commissioner's Office Following the result, inform staff through Y Gair and Egair 	Following challenging the standard, the Commissioner determined the requirement for the Council to comply with the standard to be unreasonable or disproportionate at present. Standard 27CH has been replaced with 27D.
27D	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).		The final compliance notice was received from the Commissioner which included standard 27D instead of standard 27CH after challenging the standard.

28	<p>If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must -</p> <p>(a) ask that individual or each of those individuals whether he or she wishes for the meeting to be conducted in Welsh, and</p> <p>(b) if that individual, or if each of those individuals, informs you that he or she wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).</p>	<ul style="list-style-type: none"> • Follow the Challenge and Appeal procedure through the Commissioner's Office • Following the result, inform staff through Y Gair and Egair 	<p>Following challenging the standard, the Commissioner determined the requirement for the Council to comply with the standard to be unreasonable or disproportionate at present. Standard 28 has been replaced with 29 and 29A.</p>
29	<p>If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.</p>		<p>The final compliance notice was received from the Commissioner which included standard 29 instead of standard 28 after challenging the standard.</p>
29A	<p>You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting - (a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the individuals invited, and (c) if at least one of those</p>		<p>The final compliance notice was received from the Commissioner which included standard 29A instead of standard 28 after challenging the standard.</p>

	individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.		
30	If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	<ul style="list-style-type: none"> • Monitoring work to be confirmed • Remind staff through the Communications Plan 	Guidelines have been sent and included on the intranet for staff to use
31	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	<ul style="list-style-type: none"> • Monitoring work to be confirmed • Remind staff through the Communications Plan • Include wording on intranet templates 	<p>Guidelines have been sent and included on the intranet for staff to use</p> <p>An e-mail template of arranging a meeting was created</p>
32	<p>If you invite persons to speak at a meeting that you arrange which is open to the public you must -</p> <p>(a) ask each person invited to speak whether he or she wishes to use the Welsh language, and</p> <p>(b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).</p>	<ul style="list-style-type: none"> • Monitoring work to be confirmed • Remind staff through the Communications Plan • Include wording on intranet templates 	Guidelines have been sent and included on the intranet for staff to use

33	<p>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 -</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p>	<ul style="list-style-type: none"> • Remind staff through Communications Plan • Include wording on intranet templates 	<p>Guidelines have been sent and included on the intranet for staff to use</p>
34	<p>If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.</p>	<ul style="list-style-type: none"> • Remind staff through Communications Plan • Include wording on intranet templates 	<p>See above</p>
35	<p>If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).</p>	<ul style="list-style-type: none"> • Create and promote a leaflet on Guidelines for Holding Public Events • Create Guideline on Procurement and Distributing grants • Develop guidelines for organisations receiving grants 	<p>Completed</p> <p>An information meeting held by the Commissioner and Eversheds legal company was attended to receive information regarding procurement. The Commissioner's Procurement Guideline has been distributed within the Council.</p> <p>A grant panel for events has been established and sets linguistic requirements.</p>

			A conference for Event Organisers was held in the county and information regarding promoting the Welsh language.
36	If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).	<ul style="list-style-type: none"> • Create and promote a leaflet on Guidelines for Holding Public Events • Develop guidelines for organisations receiving grants 	<p>Completed</p> <p>A grant panel for events has been established and sets linguistic requirements.</p> <p>A conference for Event Organisers was held in the county and information regarding promoting the Welsh language.</p>
37	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	<ul style="list-style-type: none"> • Discuss with Marketing & Media the contents of a Design and Publishing guideline including information on what needs to be published bilingually and how best to do this • Discuss possibility of including information in Council's Brand Guidelines • Make a poster to display in Council's printing rooms • Contact IT for a list of all printer locations 	<p>Work was completed with the Communication Team to create a bilingual Design and Publish Guideline</p> <p>Posters were created to display next to all Council printers</p>

38	Any material that you display in 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.	Create and promote a leaflet on Guidelines for Holding Public Events	Completed
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>You must comply with standard 41(a) in every circumstance, except:</p> <p><input type="checkbox"/> other papers that are available to the public, which relate to management board or cabinet meetings.</p> <p>You must comply with standard 41(b) in every circumstance, except:</p> <p><input type="checkbox"/> other papers for meetings that are open to the public.</p>	Conduct a checking exercise following the Advisory Panel meeting	Constant monitoring through the Democratic Services Unit
42	Any licence or certificate you produce must be produced in Welsh.	Develop a Design and Publishing Guideline	Completed
43	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	Develop a Design and Publishing Guideline	Completed

44	<p>If you produce the following documents, and they are available to the public, you must produce them in Welsh -</p> <p>(a) policies, strategies, annual reports and corporate plans; (b) guidelines and codes of practice; (c) consultation papers.</p>	Develop Design and Publishing Guideline	Completed
45	Any rules that you publish that apply to the public must be published in Welsh.	<ul style="list-style-type: none"> • Develop Design and Publishing Guideline • Monitor published materials 	Completed
46	When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.	<ul style="list-style-type: none"> • Monitor news page content • Contact Marketing & Media Manager 	Completed
47	<p>If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh -</p> <p>(a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</p>	Develop Design and Publishing Guideline	Completed

48	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	Develop Design and Publishing Guideline	Completed
49	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	<ul style="list-style-type: none"> • Develop Design and Publishing Guideline • Include wording in Guideline • Include wording in Correspondence Guideline 	Completed
50	Any form that you produce for public use must be produced in Welsh.	Include in the leaflet on a Design and Publishing Guideline	Completed
50A	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	Include in the Design and Publishing Guideline	Completed
50B	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	Include in the Design and Publishing Guideline	Completed

51	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	Include in the Design and Publishing Guideline	Completed
52	You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	<ul style="list-style-type: none"> • Cooperate with Media & Marketing team to monitor website content • Remind staff through Umbraco training 	In operation
55	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	<ul style="list-style-type: none"> • Communicate Standards 52-59 to the individual departments • Ensure that the website and updates are available in Welsh • Draft a leaflet on a Guideline for Technology and the Welsh Language 	Completed
56	You must provide the interface and menus on every page of your website in Welsh.	Draft a leaflet on a Guideline for Technology and the Welsh Language	Completed
57	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	Draft a leaflet on a Guideline for Technology and the Welsh Language	The Standards have been included in the policy 'Using Social Media'.

58	When you use social media you must not treat the Welsh language less favourably than the English language.	<ul style="list-style-type: none"> • Draft a leaflet on a Guideline for Technology and the Welsh Language • Ensure that the Media & Marketing team include Standards 57 and 58 in use of Social Media policy 	The Standards have been included in the policy 'Using Social Media'.
59	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	Draft a leaflet on a Guideline for Technology and the Welsh Language	The Standards have been included in the policy 'Using Social Media'
60	You must ensure that any self-service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	<ul style="list-style-type: none"> • Identify depts. Who use Self-service machines (Leisure, HWB) – discuss with Staff Working group • Include in Procurement and Commissioning guideline 	Completed It was decided not to create this guideline as the Commissioner has published a similar document.
61	When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	<ul style="list-style-type: none"> • Draft a Leaflet on Guidelines for Design and Publishing • Include in Egair/Y gair 	Completed Completed A check list template was created and provided for customer services staff and language leaders of the leisure and culture department to check signs and posters.
62	When you erect a new sign or renew a sign (including temporary signs) which conveys the	<ul style="list-style-type: none"> • Include in the Design and Publishing Guideline 	Completed

	same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	<ul style="list-style-type: none"> • Check arrangements for sign procurement – exercise through staff working group 	Have drawn the attention of staff to the standard in the staff newsletter. The Council is looking at the role of the staff working group.
63	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	Include in the Design and Publishing Guideline	Completed
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 requires an English language reception service.	<ul style="list-style-type: none"> • Draft spreadsheet of Reception Areas and disseminate information to staff • Communicate the Standard to the Head of Customer Services 	<p>Staff at the Customer Services Centre have received a presentation regarding the standards to ensure they are aware and to discuss any issues.</p> <p>Completed</p> <p>Training was provided by the company 'Sglein' on providing bilingual customer services to two groups of leisure staff and at the department's annual staff conference.</p> <p>Working Welsh resources was distributed at the staff roadshows.</p>
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.	<ul style="list-style-type: none"> • See Standard 64 • Draft email to all staff to communicate Standard, without forgetting public announcements, Standard 87 	<p>Completed</p> <p>'You are welcome to speak Welsh' signs have been created to display in receptions.</p>

		<ul style="list-style-type: none"> • Distribute the above in Leisure Conference and to Language leaders • Distribute Working Welsh materials following above email 	
68	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that	<ul style="list-style-type: none"> • Policy team to correspond with Marketing & Media Manager • See above 	Completed
69	Any official notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	<ul style="list-style-type: none"> • Include in the Design and Publishing Guideline • See 61 	Completed
70	When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	Include in the Design and Publishing Guideline	Completed
71	Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	<ul style="list-style-type: none"> • Develop Procurement and Commissioning guideline • Arrange meeting with Manager of West Wales European Centre to relay third sector requirements 	It was decided not to create this guidance as the Commissioner has published a similar document.

72	When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	Develop Procurement and Commissioning guideline	It was decided not to create this guidance as the Commissioner has published a similar document.
72A	You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).	See above	It was decided not to create this guidance as the Commissioner has published a similar document.
73	If you receive an application for a grant in Welsh and it is necessary to interview an applicant as part of your assessment of the application, you must offer to conduct that interview in Welsh and, if the applicant so wishes, you must conduct the interview in Welsh (without the assistance of a simultaneous or consecutive translation service).		Following challenging the standard, the Commissioner determined the requirement for the Council to comply with the standard to be unreasonable or disproportionate at present. Standard 73 has been replaced with 74.
74	If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must - (a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh		The final compliance notice was received from the Commissioner which included standard 74 instead of standard 73 after challenging the standard.

	language at the interview, and (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).		
75	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	<ul style="list-style-type: none"> • Develop Procurement and Commissioning guideline 	It was decided not to create this guidance as the Commissioner has published a similar document.
77	When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.	<ul style="list-style-type: none"> • Contact Commissioning team within Social Services to attend team meeting • Develop Procurement and Commissioning guideline 	<p>Team meeting attended.</p> <p>It was decided not to create this guidance as the Commissioner has published a similar document.</p>
77A	You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).	<ul style="list-style-type: none"> • Develop Procurement and Commissioning guideline 	It was decided not to create this guidance as the Commissioner has published a similar document.
79	If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must - (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and if the	<ul style="list-style-type: none"> • Develop Procurement and Commissioning guideline 	It was decided not to create this guidance as the Commissioner has published a similar document.

	tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).		
80	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	See above	It was decided not to create this guidance as the Commissioner has published a similar document.
81	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	<ul style="list-style-type: none"> • Continue to identify joint opportunities with the Marketing Unit to promote the Council's Welsh language services during the year, e.g. Carmarthenshire Radio, Council websites, <ul style="list-style-type: none"> - Bus stops - Carmarthenshire News - Markets <p>Consider County forum's role through Promotion Strategy</p>	<p>Campaigns were held to promote the council's Welsh language services</p> <ul style="list-style-type: none"> • Bus stops (see attachment 2) • Carmarthenshire News • Market 'Our produce, Our Language' campaign <p>An initial discussion was had as part of writing the Strategy but more attention will be needed in 2017/18.</p>
82	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	Create a leaflet on Design and Publication Guidelines	Completed

83	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	<ul style="list-style-type: none"> • Create a leaflet on Design and Publication Guidelines • Include information in Corporate Brand Guidelines 	Completed
84	<p>If you offer an education course that is open to the public, you must offer it in Welsh.</p> <p>You must comply with standard 84 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ 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. 	<ul style="list-style-type: none"> • Discuss internally and draft criteria that will assist in the needs assessments for Welsh medium courses • Organise workshop with staff who run courses regularly to discuss criteria • Run a specific project with the unit that organises training for school governors • Create database of bilingual trainers 	<p>Work with Balanceability companies to provide training for trainers by using translation equipment</p> <p>Work with the Housing department to provide Welsh medium or bilingual landlord training</p> <p>Education department has conducted a language skills audit of school Governors</p>
86	If you develop an education course that is to be offered to the public, you must assess the need for that course to be offered in Welsh; and you must ensure that the assessment is published on your website.	<ul style="list-style-type: none"> • See 84 • Draw attention to the need for assessments on the council website. • Discuss with Communications dept. location for these assessments on Welsh Web pages. Discuss branding of content 	Education department has conducted a language skills audit of school Governors

87	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	<ul style="list-style-type: none"> • Draw attention of Language Leaders following the training • See 67 	Completed
155	<p>You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	<ul style="list-style-type: none"> • Publish Standard document on website • Contact Customer Services manager to explain where document can be found 	<p>Completed</p> <p>(b) A presentation was made to the Customer Services Team regarding the standards which included referring staff to the documents on the website. A link was sent to staff following the meeting to assist with this.</p>
156	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p>	<ul style="list-style-type: none"> • Meeting with AM • Discuss internally reviewing the steps of complaints procedure to ensure answerability • Check links on corporate website 	Completed

	(c) ensure that a copy of that document is available in each of your offices that are open to the public.		
157	<p>You must ensure that</p> <p>(a) you have arrangements for</p> <p>(a) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,</p> <p>(b) promoting the services that you offer in accordance with those standards, and</p> <p>(c) facilitating the use of those services,</p> <p>(a) publish a document that records those arrangements on your website, and</p> <p>(b) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	Internal discussions on how to report to the Commissioner and include the promotional, facilitation and supervisory elements in the action plan / annual report.	A format for the annual action plan was agreed upon as well as including elements of promoting, facilitating and monitoring.
158	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to</p>	Internal discussions (Staff Working Group) on how to report to the Commissioner and include the promotional, facilitation and supervisory elements in the action plan / annual report.	A format to report was agreed upon as well as including elements of promoting, facilitating and monitoring which was the annual report.

	<p>which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>		
159	You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	Publish Action Plan	Completed
160	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	Act responsively to the Commissioner's enquiries	Information was provided to the Commissioner as requested. Swimming Lessons Investigation Research report by Cwmni Iaithe on behalf on the Commissioner about promoting services.

Class of Standard: Policy Making

Standard Number	Standard	Action Points 16-17	Status and evidence
88	<p>When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<ul style="list-style-type: none"> • Internal discussions on the need to draw up specialist guidelines on the impact of policies on the Welsh language. • Consider possibility of creating a guideline with Ceredigion and Gwynedd • Include the Welsh language as part of the Wellbeing of Future Generations Act Impact Assessment process. • Further discussion on the need to have specialist advice on the effect of decisions or policies on the Welsh language • Meeting in March to discuss assessments on the effect on the Welsh language, equalities and wellbeing of future generations 	<p>An integrated impact assessment has been prepared and agreed that brings together the Wellbeing of Future Generations legislation, equalities, the Welsh language, the environmental act and the United Nations Convention on Children’s Rights. The assessment includes specific questions regarding the Welsh language and the impact of any policy on the rights on Welsh language speakers to use the language and how we promote the Welsh language.</p> <p>An integrated assessment guideline has been created with a specific section for the Welsh language.</p> <p>A meeting has taken place with lead officers in the areas. Have received feedback on the draft assessment from the relevant officials.</p>

89	<p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on –</p> <p>a) opportunities for persons to use the Welsh language, and</p> <p>b) treating the Welsh language no less favourably than the English language.</p>	See Standard 88	See above
90	<p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on –</p> <p>a) opportunities for persons to use the Welsh language, and</p> <p>b) treating the Welsh language no less favourably than the English language.</p>	See 88	See above
91	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<ul style="list-style-type: none"> Initial discussion with the Policy, Consultation & Engagement Officer 	<p>Two questions have been included in all consultation documents / templates</p> <p>Ensure that the questions are included and communicated to everyone conducting consultations</p>

92	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	See 91	
93	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) b) treating the Welsh language no less favourably than the English language.</p>	See 91	
94	<p>You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the</p>	<ul style="list-style-type: none"> • Discuss internally how to measure impact • Discuss with other local authorities 	Work is continuing

	<p>following matters into account when you make decisions in relation to the awarding of a grant –</p> <p>(a) what effects, if any (and whether positive or negative), the awarding of a grant would have on</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects, on –</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects on –</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on –</p>	<p>the possibility of developing a toolkit to measure impact of policies or decision on the Welsh language</p>	
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	(i)opportunities for persons to use the Welsh language, and (ii)treating the Welsh language no less favourably than the English language.		
95	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	Create Procurement, Commissioning and Grant Awarding Guidelines	It was decided not to create this guidance as the Commissioner has published a similar document.
96	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	See 95	It was decided not to create this guidance as the Commissioner has published a similar document.

97	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	See 95	It was decided not to create this guidance as the Commissioner has published a similar document.
161	<p>You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	<p>Publish the Standards document on the Council website.</p> <p>Contact Customer services department to ensure that staff are aware of its location on the website</p>	Completed
162	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and</p> <p>(i) how you will provide training for your staff in relation to dealing with those complaints,</p>	Look at i-local website for comments	The Complaints procedure is available on the website

	<p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>		
163	<p>You must -</p> <p>(a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply,</p> <p>(b) publish a document that records those arrangements on your website, and ensure that a copy of that document is available in each of your offices that are open to the public.</p>	<p>Discuss internally how to report to Commissioner and include elements of promoting, facilitating and overseeing in the Action Plan/Annual report</p>	<p>A format for the annual action plan was agreed upon as well as including elements of promoting, facilitating and monitoring.</p>
164	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report</p>	<p>Internal discussions on how to report to the Commissioner and include the promotional, facilitation and supervisory elements in the action plan / annual report.</p>	<p>A format to report was agreed upon as well as including elements of promoting, facilitating and monitoring which was the annual report.</p>

	<p>relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>		
165	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	Publish the action plan on the internet	Completed
166	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	Act responsively to the Commissioner's enquiries.	

Class of Standard: Operational

Standard Number	Standard	Action Points 16-17	Status and evidence
98	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	<ul style="list-style-type: none"> • Discuss internally and give further consideration to developing a policy on using the Welsh language internally • Consider including Standards 99 – 144 in the policy on using the Welsh language internally. • Draft a policy to be presented to the Advisory Panel and the Staff Working Party • Senior officers to scrutinise the document internally • Corporate Management team 	A policy was published on using the Welsh language internally after being approved by the Executive Board of the County Council. Many elements of the internal use policy has been promoted but the policy itself hasn't been promoted.
99	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	<ul style="list-style-type: none"> • Ask the Human Resources Department for update on Standards 99-119 and 127-131, 136-140. 	Standard documentation is available bilingually.
100	You must – (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and	See above	Standard documentation is available bilingually.

	(b) if an employee so wishes, provide any such correspondence to that employee in Welsh.		
101	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	See above	<ul style="list-style-type: none"> • Standard documentation, including advertising, applications, and confirmation of learning events are available bilingually. • Available on Council's Intranet.
102	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	See above	<ul style="list-style-type: none"> • Current standard documentation is available bilingually. • Available on the Council's Intranet.
103	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	Request update from the Learning and Development team and Performance Management team	L&D have arranged for all active programmes [from 01.04.16] that outline and record employee development to be available in Welsh. These have been built into the Council's HR/Payroll [ResourceLink [RL] Training Module] system, and reporting structures [Cognos] have been updated to allow employees to choose documents that record their

			development [Training Profiles] in Welsh or English. These are integral to employee career plans.
105	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	Human Resources Department	Employment Policies available in Welsh and English and via the Council's intranet.
106	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	See above	Employee Wellbeing Policies available in Welsh and English and via the Council's intranet.
107	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	See above	Employment Policies available in Welsh and English and via the Council's intranet.
108	If you publish a policy relating to performance management, you must publish it in Welsh.	Learning and Development	Policies are available bilingually and on the Council's Intranet.
109	If you publish a policy about absence from work, you must publish it in Welsh.	See above	Employment Policies available in Welsh and English and via the Council's intranet.
110	If you publish a policy relating to working conditions, you must publish it in Welsh.	See above	Employment Policies available in Welsh and English and via the Council's intranet.
111	If you publish a policy regarding work patterns, you must publish it in Welsh.	See above	Employment Policies available in Welsh and

			English and via the Council's intranet.
112	You must allow each member of staff - (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	Discuss with complaints dept.	
112A	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may - (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	<ul style="list-style-type: none"> - Discuss with complaints dept. - Human Resources dept to include in complaints procedures and induction package - Inform Managers and all staff of the right – content of Internal use of Welsh Policy 	Grievance procedures meet this standard.
114	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).	<ul style="list-style-type: none"> - Discuss with complaints dept. - Human Resources dept to include in complaints procedures and induction package - Inform Managers and all staff of the right – content of Internal use of Welsh Policy 	Grievance procedures meet this standard. Completed

115	<p>When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff –</p> <ul style="list-style-type: none"> (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint. 	<ul style="list-style-type: none"> - Discuss with complaints dept. - Human Resources dept to include in complaints procedures and induction package - Inform Managers and all staff of the right – content of Internal use of Welsh Policy 	<p>Grievance procedures meet this standard.</p> <p>Completed</p>
116	<p>You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.</p>	<ul style="list-style-type: none"> - Human resources dept. to include in disciplinary procedures and induction package - Ask for update on disciplinary procedures - Inform managers and all staff of right – content of internal use of Welsh policy 	<p>Disciplinary process meets this standard.</p> <p>Completed</p>
116A	<p>You must -</p> <ul style="list-style-type: none"> (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and 	<ul style="list-style-type: none"> - Human resources dept. to include in disciplinary procedures and induction package - Ask for update on disciplinary procedures 	<p>Disciplinary process meets this standard.</p>

	(b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	- Inform managers and all staff of right – content of internal use of Welsh	Completed
118	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	- Human resources dept. to include in disciplinary procedures and induction package - Ask for update on disciplinary procedures - Inform managers and all staff of right – content of internal use of Welsh	Disciplinary process meets this standard. Completed
119	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff – (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	- Human resources dept. to include in disciplinary procedures and induction package - Ask for update on disciplinary procedures Inform managers and all staff of right – content of internal use of Welsh	Disciplinary process meets this standard. Completed
120	You must provide staff with computer software for checking spelling and grammar in Welsh, and	• Cooperate with IT division on guidelines on how to use	It was ensured that the necessary language packs

	provide Welsh language interfaces for software (where an interface exists).	<p>technology to write in Welsh and keep an eye on Windows 2013 developments</p> <ul style="list-style-type: none"> • Offer the explanation to other departmental newsletters • Include in the guidelines on Writing in Welsh 	<p>were distributed at the same time as Windows 2013 was introduced to all council staff. 'Writing in Welsh and your Computer' Guidance was published which included an explanation on using Welsh interfaces and software that checks spelling and grammar.</p> <p>Attention was given to the above Guidance in the staff newsletter and various internal meetings.</p>
122	<p>You must ensure that -</p> <p>(a) the text of the homepage of your intranet is available in Welsh,</p> <p>(b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.</p>	<ul style="list-style-type: none"> • Hold discussions with the Communications Department and confirm timetable 	Completed. The intranet is completely bilingual.
123	<p>You must ensure that each time you publish a new intranet page or amend a page -</p> <p>(a) the text of that page is available in Welsh,</p>	Hold discussions with the Communications Department	Completed. The intranet is completely bilingual.

	<p>(b) any Welsh language version of that page is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to the text of that page.</p>		
124	<p>If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.</p>	<p>Hold discussions with the Communications Department</p>	<p>Completed. The intranet is completely bilingual.</p>
125	<p>You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.</p>	<ul style="list-style-type: none"> • Ensure transfer of resources from the Welsh 'Parth' • Ensure that information on Language skills development opportunities appear on new intranet • Publish Support Guidelines on Writing in Welsh on intranet 	<p>Completed</p> <p>The 'Parth' resources are now on the intranet.</p> <p>There is a page on the intranet about opportunities to learn Welsh.</p> <p>Six guidelines have been uploaded to the new intranet explaining the Standards' requirements.</p> <p>The Leisure division's temporary signs have been checked and filed on the internal file plan.</p>

126	You must provide the interface and menus on your intranet pages in Welsh.	Discuss with the Marketing & Media team	Completed. The intranet is completely bilingual.
127	You must assess the Welsh languages skills of your employees.	<ul style="list-style-type: none"> • Discuss with Human resources • Receive initial phase of audit results • Confirm arrangements for audit of language skills of staff without office contact • Receive audit results of staff without office contact • Ensure that information is transferred to outlook • Ensure that Learning and development receive information and respond through provision 	The first results of the audit have been received.
130	<p>You must provide opportunities during working hours -</p> <p>(a) for your employees to receive basic Welsh language lessons, and</p> <p>(b) for employees who manage others to receive training on using the Welsh language in their role as managers.</p>	<ul style="list-style-type: none"> • Learning and Development to map current provision • Restructure provision • Market provision • Respond to the result of the Egin tendering process 	<p>Following delays with the Work Welsh tenders, a new programme of Welsh language courses was launched in accordance with the tender.</p> <p>The provision was extensively marketed and a significant increase was seen in the number of council staff who attended courses.</p> <p>See above</p>

		<ul style="list-style-type: none"> • Offer a language development course to managers • Offer training to managers on the Language Skills Strategy • Receive the first phase results of the Language Skills Audit • Ensure that L and D receive data and respond with provision planning • Program of Welsh learning in place for new academic year 	<p>The course was not held in 2016/17.</p> <p>Human Resources department held briefing sessions for managers. See above.</p> <ul style="list-style-type: none"> • A Learning & Development Advisor (Welsh Language) has been recruited and will start on the 6th July in order to create an integrated programme. This programme will take into account the results of the language skills audit. • The range of language development courses has been increased. The Croeso i'r Gymraeg (level 1) has been well attended • Programme of Welsh learning under development for the new academic year.
131	You must provide opportunities for employees who have completed basic Welsh language	As above	<ul style="list-style-type: none"> • As above. Opportunities for employees to take up further Welsh language

	<p>training to receive further training free of charge, to develop their language skills.</p>		<p>training [free of charge] include:</p> <ul style="list-style-type: none"> ○ Improving your Welsh: Spoken Welsh A [increased attendance from 5 to 7 on 15-16]; ○ Improving your Welsh: Spoken Welsh B; ○ Improving your Welsh: Written & Spoken Welsh; ○ Improving your Welsh: Written Welsh [increased attendance from 3 to 10 on 15-16]; ○ Welsh Language Mentoring Skills [This programme aims to increase the number of Welsh Language Mentors to support Learners]; ○ A suite of Welsh for Adults Classes also include: <ul style="list-style-type: none"> ○ Canolradd 1 ○ Canolradd 2 ○ Mynediad 1 ○ Mynediad 2 ○ Sylfaen 1
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			<ul style="list-style-type: none"> ○ Sylfaen 2 ○ [Available on the Council's Intranet] <p>A 'Summer School' learning provision has also supported this Standard.</p>
132	<p>You must provide training courses so that your employees can develop -</p> <p>(a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);</p> <p>(b) an understanding of the duty to operate in accordance with the Welsh language standards;</p> <p>(c) an understanding of how the Welsh language can be used in the workplace.</p>	<ul style="list-style-type: none"> • Communicate Internal use of Welsh Policy (S98) • Cooperate with L and D on new induction module with Optimwm • Continue with the discussion on creating a new language awareness module following consideration of the AWA* module content • Provide training through Sglein on provision of services in accordance with the Standards to the leisure dept. • Consider similar training for other departments <p>** A new module is being developed by partner organisations within the All Wales Academy [AWA] - The new 'Croeso i'r Gymraeg' includes information on Welsh Language Awareness, understanding of the duty in accordance with the WL Standards and understanding of how the WL can be used in the workplace</p>	<p>See above standard 98</p> <p>It was arranged to include information about the language standards in the corporate induction module.</p> <p>A new language awareness module was developed to incorporate the changes introduced by the Language Measure and to explain the Welsh Language Standards</p> <p>A number of training sessions were provided by the company Sglein as well as a session on the departmental annual conference.</p> <p>This course of action with AWA was not followed. It was</p>

			<p>decided to include it all in the corporate module.</p> <ul style="list-style-type: none"> ▪ Croeso i'r Gymraeg, level 1 Welsh course is available to all staff – all non-level 1 staff are prioritised to meet minimum skills requirements. ▪ E-learning modules - Highlights the responsibilities for public bodies to provide services in both Welsh and English and forms part of the engaging in diversity learning module. The Welsh language awareness will form part of a mandatory set of learning modules for all staff. ▪ Mentoring Course - good working group linking with learners to provide additional support. ▪ Customer Care – Basic Language development included. ▪ Language improvement courses – take up improved. ▪ Existing learning and development
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			programmes/events continue to raise awareness of the need for language sensitive practice including - Effective communication, safeguarding, dementia and meaningful engagement. AMHP County Fora, DoLS practice exchanges, DoLS for Managing Authorities, Mental Health First Aid and Mental Capacity Act Training for Adult Placement Carers, Direct Payments training.
133	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	<ul style="list-style-type: none"> • Design a current language awareness e-module for induction purposes • Include Language Awareness elements in new Induction e-module • Consider including the guideline leaflets in electronic package for new employees. Discuss with HR 	See standard 132 Recruitment and Induction/Welcome Packs available bilingually.
134	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	<ul style="list-style-type: none"> • Develop wording and include it in the Support Guidelines on Writing Welsh • Keep a record of possible support for a new resource on the intranet • Commission development of a 	The guidance 'Writing in Welsh and your computer' has been completed. Staff were reminded through the staff newsletter of the need to include the logo speaking or learning Welsh on e-mail.

		<p>new resource.</p> <ul style="list-style-type: none"> • Include reference to guidelines in Internal Use of Welsh Policy • Discuss with IT the possibility of including statement on Welsh language in every email 	<p>Completed</p> <p>Canolfan Peniarth was commissioned to create supporting resources for the intranet. Completed</p> <p>It was decided not to discuss with IT as the current arrangements in terms of sharing the guidelines with staff works well.</p>
135	<p>You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.</p>	<ul style="list-style-type: none"> • Support BSO to monitor Out of Office messages following the publication of guidelines • Include in the guideline 'Writing in Welsh' • Include in Internal Use of Welsh Policy • Consider publishing guidelines on form of posters to circulate through staff working group • Check names of departments with HR 	<p>Completed</p> <p>Completed</p> <p>The wording has been included in the IT department's guideline 'Using e-mail'</p> <p>Guidelines were printed as posters and were distributed to the Language Leaders, and in the road shows.</p>

136	<p>When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply -</p> <p>(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.</p>	<ul style="list-style-type: none"> • Human Resources department / Language Skills Strategy • New Language Skills Strategy adopted in January 2016 • Guidelines on Language Skills and Recruitment circulated to all managers and heads of service • All council jobs are advertised on level 1 on the skills assessment framework as a minimum • Monitor Job descriptions • Maintain regular meetings with HR • Check the link form the job descriptions to the new Strategy • Discuss with HR monitoring work 	Completed
136A	<p>If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must -</p> <p>(a) specify that when advertising the post, and (b) advertise the post in Welsh.</p>	HR/Skills Strategy	Completed
137	<p>When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.</p>	Monitor compliance	<p>Completed</p> <p>Front page of jobs pages on Council website carry the following text: Applications for a post may be submitted in Welsh or English.</p>

137A	<p>If you publish -</p> <ul style="list-style-type: none"> (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; <p>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.</p>	HR – check explanatory resources regarding new skills strategy	Completed Welsh and English job pages available on Council website.
137B	<p>You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).</p>	HR – Check current guideline and develop new guideline on recruitment and the Welsh Language	Completed Our recruitment procedures meet this standard.
139	<p>You must ensure that your application forms for posts -</p> <ul style="list-style-type: none"> (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and 	HR – discuss (a) in terms of application forms and provision of simultaneous translation	Completed Application form meets standard.

	(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).		
140	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	HR	Completed Standard documentation is available bilingually.
141	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	<ul style="list-style-type: none"> • Ensure that Corporate Property and Property Maintenance include this Standard in their procedures. • Create database on intranet of terms and signs – prioritising leisure division 	Completed Completed
142	When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	<ul style="list-style-type: none"> • Ensure that Corporate Property and Property Maintenance include this Standard in their procedures. 	Completed

143	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	<ul style="list-style-type: none"> • Ensure that Corporate Property and Property Maintenance include this Standard in their procedures. 	Completed
144	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	<ul style="list-style-type: none"> • Identify which workplaces use public announcements • Communicate Standard with those workplaces • Include in Public Events and meeting guideline 	Completed
167	You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	<ul style="list-style-type: none"> • Discuss with the Marketing & Media team the need to publish documents relating to the Standards on the Council website • Publish Standards document on Council Website 	Completed Completed (b) A presentation was made to the Customer Services Team regarding the standards which included referring staff to the documents on the website. A link was sent to staff following the meeting to assist with this.
168	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to	<ul style="list-style-type: none"> • See Standards 162 and 156 • Update the complaint procedures according to Standards 	Completed

	<p>comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints, and</p> <p>(b) publish a document that records that procedure on your intranet.</p>	<ul style="list-style-type: none"> Continue discussion on managers' roles within procedure 	
169	<p>You must -</p> <p>(a) ensure that you have arrangements for</p> <p>(i) overseeing the way you comply with the operational standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitate the use of those services, and</p> <p>(b) publish document that records that procedure on your intranet.</p>	<ul style="list-style-type: none"> Publish Action Plan as the first Annual Report. Include preface by the portfolio member and specific attachments Promote services internally through y Gair and E-gair, staff guidelines and briefing sessions Promote services to public through Carmarthenshire news internet page Continue to develop and implement Communication Plan 	<p>A format for the annual action plan was agreed upon as well as including elements of promoting, facilitating and monitoring.</p> <p>Completed</p>
170	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) -</p> <p>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in</p>	<p>The Annual Report will include elements of promoting, facilitating and overseeing</p>	<p>A format to report was agreed upon as well as including elements of promoting, facilitating and monitoring which was the annual report.</p> <ul style="list-style-type: none"> Training Course Applications include provision for language preference at request stage.

<p>accordance with standard 151);</p> <p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152); (ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where - Welsh language skills were essential, Welsh language skills needed to be learnt when appointed to the post, Welsh language skills were desirable, or Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154); (d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply. 3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(3) You must publicise the fact that you have published an annual report.</p> <p>(4) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p>		<p>170 [b] – between 01.04.16 – 31.03.17 the following applied: 4293 employee attendances based on training courses offered in Welsh during the year.</p> <ul style="list-style-type: none"> • 170 [c] – between 01.04.16 to 31.03.17 the following applied: Of 4293 employee attendances offered in Welsh, 325 attended the Welsh version [7.57%].
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	(b) in each of your offices that are open to the public.		
171	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	Publish Action Plan	Completed
172	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.	Act responsively to the Commissioner's enquiries.	

Class of Standard: Record Keeping

Standard Number	Standard	Action Points 16-17	Status and evidence
147	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	<ul style="list-style-type: none"> • Discuss with Performance management team (see 168) • Continue with procedure until update in terms of informing heads of service 	Continue to keep a record
148	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	Complaints team– ensure that the team keeps record of original written complaint	Completed
149	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	Complaints team– ensure that the team keeps record of original written complaint	Completed
150	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	<ul style="list-style-type: none"> • If a guideline on the impact of policies on the Welsh language is developed (see S88) we will need to ensure that this Standard is included in it 	Continuing

		<ul style="list-style-type: none"> • Ensure that managers take responsibility for recording impact assessments 	
151	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	<ul style="list-style-type: none"> • Discuss with HR • Receive initial phase audit results • Confirm arrangements for holding paper phase of audit • Receive paper phase results • Ensure information is transferred to Outlook • Ensure that L and D receive data and respond with provision planning 	<p>Completed</p> <p>Completed</p> <p>Questionnaire on paper has been circulated to non-office based staff</p>
153	You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	Discuss with HR	Copies of assessments retained.
154	You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where – (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	<ul style="list-style-type: none"> • Discuss with HR • Ensure that we monitor in accordance with the Council Skills Strategy and assessment framework 	Completed

	(ch) Welsh language skills are not necessary.		
175	<p>You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available -</p> <p>(a) on your website, and (b) in each of your offices that are open to the public.</p>	<ul style="list-style-type: none"> • Publish Standards document on Council webpage • Confirm timetable with the Marketing & Media team 	<p>Completed</p> <p>(b) A presentation was made to the Customer Services Team regarding the standards which included referring staff to the documents on the website. A link was sent to staff following the meeting to assist with</p>
176	<p>You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.</p>	<p>Act responsively to the Commissioner's enquiries.</p>	

Standards required to comply with within a year.

Standard Number	Class of standard	Standard	Action Points 16-17	Status and evidence
76	Service Delivery	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.	<ul style="list-style-type: none"> • Include in Procurement, Grants and tendering guideline • Request update from procurement unit and ensure that translation is underway • Research into the possibility of promoting this service e.g.Sell4Wales 	<p>It was decided not to create this guidance as the Commissioner has published a similar document.</p> <p>All documentation is available bilingually.</p> <p>Concerns re: Bravo have been raise with the Commissioner's Office</p>
104	Operational	<p>You must ask each employee whether he or she wishes to receive any forms that record and authorise -</p> <ul style="list-style-type: none"> • annual leave, • absences from work, and • flexible working hours, <p>in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.</p>	<ul style="list-style-type: none"> • Continue with regular meetings with HR • Request update on Resource Link software 	<p>Standard documentation is available bilingually.</p> <p>Available on Council's intranet.</p>

121	Operational	You must ensure that – the text of each page of your intranet is available in Welsh, every Welsh language page on your intranet is fully functional, and the Welsh language is treated no less favourably than the English language on your intranet.	<ul style="list-style-type: none"> • Work on intranet is underway • Request update on timetable • Cooperate with Marketing & Media on Welsh content and ensuring transfer of current resources 	Completed
128	Operational	You must provide training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	Meet with L&D to discuss provision	<ul style="list-style-type: none"> • The option to receive training in either language is offered on all applications. The level of take-up is identified above. All existing e-Learning modules are in the process of being translated and all new modules (including induction) are published bilingually.
129	Operational	You must provide training (in Welsh) on using Welsh effectively in; (a) meetings; (b) interviews; and (c) complaints and disciplinary	Arrange meeting with L&D to discuss provision and additional opportunities to add provision to L&D strategy	<ul style="list-style-type: none"> • As above • Corporate Complaints/Compliments Training is currently available bilingually through e-learning.
145	Promotion	You must produce, and publish on your website, a 5-year	<ul style="list-style-type: none"> • Discuss the draft with the County Forum and the Advisory Panel 	Completed

		<p>strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) -</p> <p>(a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and</p> <p>(b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).</p>	<ul style="list-style-type: none"> • Decide on format of Action Plan • Confirm timetable for passing Strategy through democratic process • Publish document on website • Look at possibility of implementing a specific project following publication of document 	<p>Completed</p> <p>Completed</p> <p>Specific projects were started including mapping finding measures and creating a leaflet to promote bilingualism</p>
146	Promotion	<p>Five years after publishing a strategy in accordance with standard 145 you must –</p> <p>a) assess to what extent you have followed that strategy and have reached the target set by it, and</p>	<ul style="list-style-type: none"> • Report on progress against Action Plan (see 145) • Revise reporting procedures of organisations that promote the Welsh language in order to ensure that we receive the correct information for reporting 	<p>Completed</p>

		<p>b) publish that assessment on your website, ensuring that it contains the following information</p> <p>i) the number of Welsh speakers in your area, and the age of those speakers;</p> <p>ii) a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of the Welsh language.</p>	<ul style="list-style-type: none"> • Publish report 	
152	Record Keeping	<p>You must keep a record, for each financial year of –</p> <p>a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and</p> <p>b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.</p>	<ul style="list-style-type: none"> • L&D to monitor course attendees • Collate information for Annual Report 	<ul style="list-style-type: none"> • Training Course Applications include provision for language preference at request stage. <p>152 [a] – between 01.04.16 – 31.03.17 the following applied: 4293 employee attendances based on training courses offered in Welsh during the year [in accordance with S128].</p> <ul style="list-style-type: none"> • 152 [b] – between 01.04.16 to 31.03.17 the following applied:

				Of 4293 employee attendances offered in Welsh, 325 attended the Welsh version [7.57%] [in accordance with S128].
173	Promotional	You must ensure that a document which records the promotion standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available – a) on your website, and b) in each of your offices that are open to the public.	<ul style="list-style-type: none"> • Publish document on website • Confirm timetable with Marketing & Media team 	Completed (b) A presentation was made to the Customer Services Team regarding the standards which included referring staff to the documents on the website. A link was sent to staff following the meeting to assist with this.
174	Promotional	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the Promotion Standard by which you are under a duty to comply.	Act responsively to the Commissioner's enquiries.	

Writing in Welsh and your Computer



We can use technology to help us write in Welsh in our work. There is a Welsh spell-check available. There are dictionaries available on line and there are templates that we can put in place to help us get things right. Here's how...

Windows in Welsh

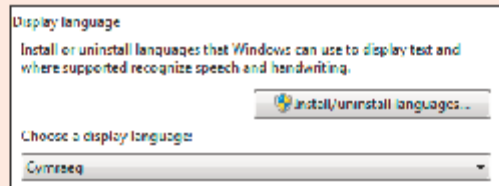
If you set **Windows** to use Welsh, all your icons and files will be in Welsh on all your Windows programmes.

This might feel awkward to begin with as you are so familiar with the English terms, but you will get used to seeing the Welsh icons quickly, as they are in exactly the same position as the English.

This will, without a doubt, improve your Welsh by helping you get used to every day work terms in Welsh.

This is how to set Windows in Welsh:

- Click on Start
- Click on Control Panel
- Click on Region and Language
- Click on Keyboards and Languages
- Select Cymraeg from the drop down box



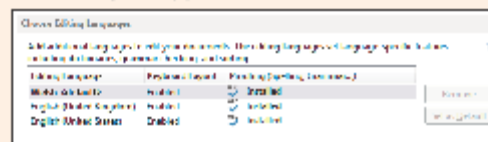
Office in Welsh

In the same way, you can have your icons in Welsh in the Office programmes, Outlook, Excel, Word and Powerpoint.

Again, the icons will appear in the same place as in the English version and you will soon get used to terms such as 'cadw' instead of 'Save'.

This is how to set Office in Welsh:

- Open Microsoft Word
- Click File, Options, Language
- Click Choose Display and Help Languages,
- Click on Welsh [Cymraeg] in each table
- Click Set as Default



Close all Microsoft Office programs for the change to take effect

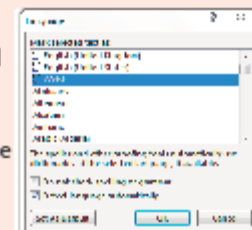
Grammar and spell-check

Microsoft Office

You can have Office programmes to proof read your work as you write in Welsh. You can switch back and forward between the Welsh and English proofreading tool whenever it suits you as you work on Welsh and English documents. You can even highlight part of your text to check the spelling in Welsh before switching back to English to correct an English text within the same document.

This is how:

- Open Microsoft Word
- Click Review, Language, Set proofing language
- Click Welsh
- Click Set as Default
- Click OK



The spell-check will put red lines under the misspelt words.

Standards 7, 120, 125, 134-5

Appendix 2 – Welsh Language Standards Communication Plan 2016-17

Corresponding directly with Staff

Timetable	Themes / Main messages	Main medium
May 2016	Responsibilities when arranging meetings by invitation	Regeneration and policy newsletter
	Responsibilities involving recruitment and the Welsh language	Y Gair / e-Gair
June 2016	Displaying signs: promoting Guideline 7 - Designing and publishing	Y Gair / e-Gair
July 2016	Responsibilities when corresponding : promoting Guideline 3	Y Gair / e-Gair
	Information Stand: promoting the guidelines and opportunities to learn Welsh	Staff Road shows
September 2016	Opportunities to learn Welsh	Y Gair / e-Gair
	Training session on the Standards	Training session with translation unit
	Printing and publishing bilingually	Posters for printer rooms
October 2016	Information Stand: promoting the guidelines and opportunities to learn Welsh	Managers Conference
	Promoting <i>Shwmae Sumae</i> day and Welsh language learning opportunities	Dot-mailer message to all staff from Cllr. Mair Stephens
November 2016	Responsibilities when displaying marketing materials	Y Gair / e-Gair
January 2017	Catch-up courses, mentor and Welcome to Welsh courses	Y Gair / Marketing Department weekly bulletin and <i>Intranet News</i> Dot-mailer message to all staff from Cllr. Mair Stephens (*see below)
February 2017	Promote guideline 6 – Writing in Welsh and your computer	Y Gair / Marketing Department weekly bulletin and <i>Intranet News</i>
	Promoting the guidelines and the responsibility of giving the public access to the annual report in our centres	Presentation to Customer services staff
	Promoting the new Clwb Clecs for learners	Intranet
March 2017	Promoting Leisure department’s Welsh language mentors	Y Gair / Marketing Department weekly bulletin and <i>Intranet News</i>
April 2017	Check the bilingualism of public buildings	Y Gair / Marketing Department weekly bulletin and <i>Intranet</i>

		News
	Responsibility when printing bilingually	Distribute posters to be displayed in printer rooms (see below)

Error loading Partial View script (file: ~/Views/MacroPartials/MemberMaker.cshtml)



[Cymraeg](#) | [Skip to Content](#) | [Log in to Resourcelink](#) | [Myfanwy Jones](#)

[OUR PEOPLE](#) | [LATEST NEWS](#) | [NEWSLETTERS](#) | [WHAT'S ON](#) | [WHO'S WHO](#) | [STAFF FORUM](#) | [A-Z](#)

Q

MAKE LEARNING WELSH YOUR NEW YEAR'S RESOLUTION!

Thank you for completing the Welsh language skills audit last year. We have all made new year resolutions, so why not make one of yours developing a new skill? We have a range of programmes available to help you learn or improve your Welsh language skills.

- For the 24% of you who have no Welsh language skills, why not start on your journey to Learning Welsh by attending the [Welcome to Welsh course](#)? This helpful half day session will introduce you to some basic phrases and help your pronunciation.
- ...and for those of you who would like to develop your skills further, why not consider a [5 session catch-up course \(Cwrs Cartiam\)](#) which will bring you up to speed so you can join one of the Mynediad 1 courses that started in October?
- If you need to build your confidence in speaking Welsh, why not join the Clwb Siarad starting in 'Blas Myrddin', St David's Park every Thursday at 1.30 – 2.00 pm, starting on the 19 January 2017. You can call in for advice on courses, or to have a chat to practise your Welsh.
- Writing in Welsh - A third of the Council's staff can write Welsh for informal use, with a quarter also confident to write formal Welsh. To help you use these skills in the workplace, we have prepared [Guidelines: Writing in Welsh and your Computer](#) to enable you to adapt the computer to help you write in Welsh. For example you can use a Welsh spellcheck in Word or change your icons in Windows to be in Welsh.



SIGN UP...

Sign up and receive the weekly update on your personal e-mail address.

Choose your language preference

Cymraeg

English

powered by



Promoting Welsh courses on the intranet

Caerfyrddin a £250,000 i ariannu ystod o fesurau sy'n cynnwys gwella mynediad i Ysgol Gynradd Pontyberem.

[» Darllen mwy](#)

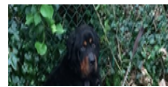


Clwb Clecs Caerfyrddin

Mae clwb misol newydd i ddysgwyr a siaradwyr Cymraeg yng Nghaerfyrddin cael cyfle i sgwrsio ac ymlacio yn cael ei lansio'r wythnos nesaf.

Mae Clwb Clecs Caerfyrddin yn cael ei drefnu ar y cyd rhwng Menter Iaith Gorllewin Sir Gâr, y Cyngor Sir a Dysgu Cymraeg Sir Gâr.

[» Darllen mwy](#)



Ci a gafodd ei achub gan warden yn 'gwella'n dda'

Promoting 'Clwb Clecs' a conversational club for learners on the intranet

Promoting the Welsh language: Corresponding with the public

Timetable	Themes / main messages	Main medium
February 2016	Contact the council in Welsh ...'	Carms News and <i>Lloffwr</i> (*see below)
April 2016	Contact the council in Welsh ...'	Bus stops 'Pa bynnag ffordd' (*see below)
June 2016		County's Markets
June 2016	'Contact the council in Welsh...'	Tenant 2 Tenant Summer
October 2016	Link to <i>Amdani</i> website and questionnaire on use of Welsh	<i>Shwmae Sumae</i> email from Leisure dept to sports clubs (*see below)
January 2017	Promote Promotion Strategy (see below)	Banner on website
February 2017	Help is available to work bilingually	Events organisers conference
March 2017	Promote Bilingual education	Booklet 'Being bilingual in Carmarthenshire' (*appendix 5)
March 2017	'You are welcome to speak Welsh' with the council	Design and print desk display triangles

Pa bynnag ffordd...



...mae 'na groeso i chi **gysylltu** â Chyngor Sir Gâr yn **Gymraeg**



IAITH SIR GÂR
 EICH CYNGOR **arleinamdani**
 www.sirgar.llyw.cymru/trafodiath
 YOUR COUNCIL **doitonline**
 www.carmarthenshire.gov.wales/trafodiath

Learning the language?



...you are welcome to **contact us in Welsh**



IAITH SIR GÂR
 EICH CYNGOR **arleinamdani**
 www.sirgar.llyw.cymru/trafodiath
 YOUR COUNCIL **doitonline**
 www.carmarthenshire.gov.wales/trafodiath

Promoting the council's Welsh medium services to Welsh speakers and learners



Promoting council's Welsh medium services on Bus stops

Shwmae Su'mae Day! October 15.



October 15th is a day to celebrate the Welsh language. Why not start your training session this weekend in Welsh? Everyone in Carmarthenshire can understand 'Shwmae' and many other Welsh words, even if they're not fluent Welsh speakers. If you would like help with Welsh Sports terminology, or Welsh resources, go to

<http://www.comisiynyddygyymraeg.cymru/hybu/en/guidelines/Pages/amdani!.aspx>

And as we are celebrating using Welsh, why not fill in this questionnaire below and send it back to HGJones@sirgar.gov.uk. If you send it back, you will receive flash cards for your club to help you use Welsh while coaching.

1. Name of Club:
2. Which sport?
3. Are you a Welsh medium Club Mainly English Bilingual
4. How many of your coaches can speak Welsh?
5. Do you have specific Welsh training sessions?
6. How many of your members can speak Welsh?
7. Would you like to have more help to make your club become more bilingual?



Skip to Content | Cymraeg



Need an MOT or windscreen repair?
MOT - £37 Windscreen repairs - £20

RESIDENTS BUSINESS COUNCIL & DEMOCRACY

What would you like to do?

Residents

- Recycling, Bins & Litter
- Council Tax
- Benefits
- Housing
- Social Care & Health
- Children & Family Services
- Education & Schools
- Planning
- Travel, Roads & Parking
- Libraries & Archives
- Leisure & Outdoor Activities
- Theatres, Arts & Museums



Promoting the Welsh Language
Read our Strategy for promoting the Welsh Language in the county

Visit our Newsroom for your daily news highlights, updates and more

NEWSROOM

Reassurance following Grenfell Tower Fire
We have undertaken a review of our housing stock as part of our response

Promoting the Welsh Language promotion strategy on the Council website

Appendix 3 – Chairing meetings

Safonau Iaith Cyngor Sir Gâr
Carmarthenshire County Council Welsh Language Standards

Cadeirio Cyfarfodydd Chairing meetings

Croeso i'r cyfarfod	Welcome to the meeting
Croeso yma heddiw	Welcome here today
Diolch am ddod yma heddiw	Thank you for coming here today
Mae'r cyfarfod yn ddwyieithog	This is a bilingual meeting
Croeso i chi ddefnyddio Cymraeg neu Saesneg	You're welcome to use Welsh or English
Mae cyfieithu ar y pryd ar gael	Simultaneous translation is available
Croeso i..., y cyfieithydd	Welcome to..., the translator
Ydy'r clustffonau'n gweithio?	Do the headphones work?
Dechreuwn	We'll start
Oes unrhyw ymddiheuriadau?	Are there any apologies?
Trown at yr agenda	We'll turn to the agenda
Yr eitem gyntaf ar yr agenda ydy..	The first item on the agenda is..
Awn drwy gofnodion y cyfarfod blaenorol	We'll go through the agenda of the previous meeting
Hoffai unrhyw un gynnig fod y cofnodion yn gywir?	Would anyone like to propose that the minutes are correct?
Mae angen ethol swyddogion	We need to elect officers
Oes unrhyw un am gynnig ei hun?	Would anyone like to offer themselves?
Oes unrhyw un yn eilio?	Does anyone second that?
Pasiwyd y cynnig	The motion has been passed
Yr eitem nesaf ydy	The next item
Ac yn olaf...	And lastly...
Oes unrhyw faterion yn codi?	Any matters arising?
Oes gennych chi unrhyw sylwadau?	Do you have any comments?
Oes gennych chi unrhyw gwestiynau?	Do you have any questions?
Oes unrhyw fater arall?	Any other business?

Safon 125, 8, 9, 10, 18, 20

Appendix 4 – Printer posters



IAITH
SIRGAR



Cofiwch y camau hyn wrth argraffu deunyddiau yn ddwyieithog



Remember the following steps when printing materials bilingually



Sicrhewch fod:

- ✓ Y Gymraeg yn y safle y mae fwyaf tebygol o gael ei ddarllen yn gyntaf – e.e. ar y top neu ar yr ochr chwith
- ✓ Y ddwy iaith yn gywir o ran ystyr a mynegiant
- ✓ Angen i bob dogfen a llythyr sy'n cael ei ddsbarthu i'r cyhoedd fod yn ddwyieithog
- ✓ Fersiynau dwyieithog sy'n gweithio orau – cefn wrth gefn
- ✓ Os ydych chi'n cyhoeddi llythyr, nodwch ar bob llythyr Saesneg a Chymraeg 'Mae croeso i chi gysylltu gyda'r Cyngor trwy gyfrwng y Gymraeg neu'r Saesneg. You're welcome to contact the council through the medium of Welsh or English'
- ✓ Eich manylion cyswllt yn ddwyieithog ar lythyrau.

Please ensure that:

- ✓ The Welsh language is in a position where it is most likely to be read first – i.e. on the top or to the left hand side
- ✓ Both languages are correct in terms of meaning and expression
- ✓ Every document and letter that is sent out to the public is bilingual
- ✓ Bilingual versions work best - back to back
- ✓ If you're printing a letter, state on every English and Welsh letter, 'Mae croeso i chi gysylltu gyda'r Cyngor trwy gyfrwng y Gymraeg neu'r Saesneg. You're welcome to contact the council through the medium of Welsh or English'
- ✓ Include your contact details bilingually on letters.

Gallwch gael gwybodaeth pellach am y **Safonau Iaith** ar y fewnryd.

Cysylltwch â
iaithgymraeg@sirgar.gov.uk
am fanylion pellach.



Further guidelines on the **Welsh Language Standards** can be found on the intranet.

Contact
welshlanguage@carmarthenshire.gov.uk
for further details.



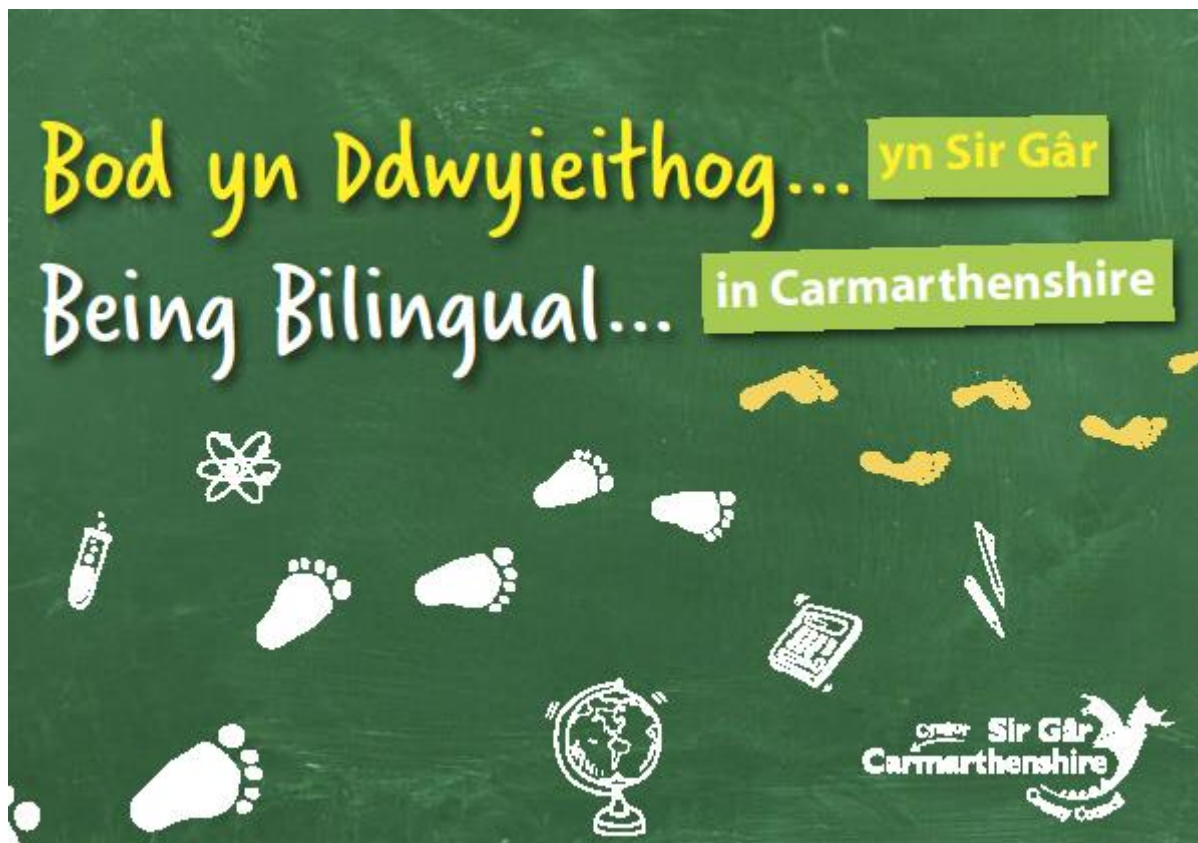
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ECH CYNGOR arleinamdani
www.sirgar.llyw.cymru/trafodiath
YOUR COUNCIL dotonline
www.carmarthenshire.gov.wales/trafodiath



Appendix 5 - A pamphlet promoting the advantages of bilingualism



Appendix 6: Complaints received during 2016/17

Listed below are the Complaints received during 2016/17 and a summary of the response and action taken.

All Complaints were dealt with in accordance to the council's Complaints procedure.

	Complaint	Response and action
1.	Complaint regarding swimming instructor post that was advertised with a level 2 Welsh language requirement noting that basic Welsh language skills are sufficient.	<ul style="list-style-type: none"> The swimming instructor post was reassessed and the Welsh language requirement was changed to level 3.
2.	Complaint regarding School Governors training programme with a lack of Welsh medium provision. The Council was also informed that the web security course was being advertised in English only.	<ul style="list-style-type: none"> It was decided not to hold the web security training course until the external company could find a trainer who could speak Welsh. An assessment of the Governor's language choice was made asking what language they would wish to receive their training in order to plan the training programme for the next academic year.
3.	A complaint regarding a mistake on a mat close to the entrance of Carmarthen Market.	<ul style="list-style-type: none"> A new mat was ordered and placed by the entrance.
4.	A complaint regarding new road signs which had only the English name (Johnstown)	<ul style="list-style-type: none"> New bilingual signage were placed (Tre Ioan / Johnstown)
5.	A complaint regarding signage at Cwm Environmental recycling site at Nantycaws and that the Welsh is incorrect. The Welsh language Commissioner received a complaint about the signs and started to investigate on 10 May 2016 in accordance with section 71 Welsh Language Measure (Wales) 2011 that the council had failed to comply with Standard 61 and Standard 63. The final Investigation report was received on 21 November 2016.	<ul style="list-style-type: none"> The Commissioner ruled that the Council had not failed to comply with Standard 61 as the sign had been in place before 30 March 2016. The Commissioner ruled that the Council had failed to comply with Standard 63 as the sign was not accurate in terms of meaning and expression. The sign was removed from the recycling site in May 2016 and through an audit, we have ensured that all signs at the 5 Recycling Centres are accurate in terms of meaning and expression.
6.	A complaint regarding a poll card with the town and county of the complainant's postal address in English only. The Welsh Language Commissioner received the complaint from a member of the public and decided to conduct an	<ul style="list-style-type: none"> Following the start of the investigation, it became apparent that Carmarthenshire County Council was not responsible for creating the poll card. The Returning Officer was responsible for the poll card and not Carmarthenshire County Council.

	investigation under section 71 of the Welsh Language Measure.	
7.	An investigation was held by the Welsh Language Commissioner into Carmarthenshire County Council's swimming lessons following receiving information from a member of the public to a suspected failure to comply with the Welsh Language Standards. The Council provided information in accordance with the Standards' requirements and following the Commissioner's procedure.	<ul style="list-style-type: none"> • The Commissioner ruled that Carmarthenshire County Council had not failed to comply with Standard 81 on the basis that the Council promotes Welsh medium swimming lessons and advertises them in Welsh. • The Commissioner ruled that Carmarthenshire County Council had failed to comply with Standard 84 on the basis that the Council doesn't offer Welsh medium swimming lessons for certain levels, although the swimming lessons are offered at those levels in English. It is a requirement that an Action Plan is prepared within 40 working days to the date of the final investigation report to show the steps that are being taken to comply with Standard 84 in relation to swimming lessons. • The Commissioner ruled that the Council had not failed to comply with Standard 86 on the basis that the Council had not developed any course in relation to swimming lessons in the period since the imposition date.
8.	Inaccurate sign on a memorial stone placed in the gardens of Town Hall, Llanelli	<ul style="list-style-type: none"> • Although the Council was not responsible for placing the sign, the sign was on Council's land. The Council worked with Llanelli Memorial Group to ensure the new sign was accurate before placing it on the memorial stone.

Appendix 7 – Training opportunities provided in 2016-17

Welsh language Awareness – e-learning package	133
'Croeso i'r Gymraeg' – Level 1 Half day workshop for staff to reach level 1	193
Specialist course for Carers working with older people	4
Mentoring skills course	11
Mynediad (Fast track)	6
Mynediad 1	16
Mynediad 2	14
Mynediad Intensive	5
Sylfaen 1	13
Sylfaen 2	12
Sylfaen Intensive	1
Canolradd 1	2
Canolradd 2	3
Siawns am Sgwrs 3	1
Uwch 1	1
Uwch Intensive	1
Welsh for the family	1
Welsh Catch Up Beginners	10
Improving your Welsh: Spoken A	7
Improving your Welsh: Spoken B	9
Improving your Welsh: Written & Spoken	4
Improving your Welsh: Writing Welsh	10
Training for Language Leaders Environment department	10
TOTAL NUMBER OF LEARNERS	467

Appendix 8 – Language Skills Audit

No Verbal skills	840	No Written skills	1624
Level 1 Verbal	1474	Level 1 Written	1304
Level 2 Verbal	929	Level 2 Written	803
Level 3 Verbal	682	Level 3 Written	653
Level 4 Verbal	579	Level 4 Written	449
Level 5 Verbal	1009	Level 5 Written	671

- The staff survey has been undertaken in two parts. A Metacompliance survey was launched for all office based staff supplemented by Snap Survey Software and a manual paper based version for operational service areas.
- The survey provided a brief overview of the requirements to record language skills in support of the Councils Language Skills Strategy, Workforce planning requirements and to ensure compliance with the Welsh Language Standards. Employees were invited to self-assess their spoken and written language skills for Welsh and English against the new framework and to identify any developmental requirements/support.
- To date 87% of those employees in scope have responded and data is now available to be uploaded to the Payroll/Human Resources System. A progress report has been sought from departmental co-ordinators and efforts are continuing to achieve a full response from all service areas. Once data is uploaded reports profiling the workforce language skills can be produced to assist with any skills gap analysis.