

# Carmarthenshire County Council's Annual Report 2015-16 on the Welsh language

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Dear Commissioner,

Please see enclosed Carmarthenshire County Council's Annual Report for 2015/16. Naturally, the report focuses on the preparatory work of introducing the Language Standards within the council. We have prepared a detailed action plan for the initial phase of implementation and this will be the basis of our report for this year. In addition, there are a number of appendices that detail the following areas:

Appendix 1: Summary of the recommendations of the 'Welsh language in Carmarthenshire' report (page. 70)

Appendix 2: Communication plan and examples of correspondence (page.78)

Appendix 3: Complaints received (page. 82)

Appendix 4: Training provided (page. 85)

Appendix 5: Results of staff language skills audit (page.86)

Appendix 6: Guidelines prepared for staff

We recognise that there is work to be done in the context of the Standards and as we move forward with the recommendations from the 'Welsh language in Carmarthenshire' report. Whilst planning our work, we have tried to ensure that we integrate those recommendations with the Standards, producing a single action plan to guide the work. We will also include the actions from the Policy on the internal use of the Welsh language and the Promotion Strategy to facilitate monitoring progress and compliance. Nevertheless, certain action points from the 'Welsh language in Carmarthenshire' report remain and can be seen in appendix 1.

The Welsh in Education Strategic Plan is a key document as we provide a service, which will ensure access to high quality learning opportunities for all children, young people and adults, thus enabling the achievement of their full potential within the context of the unique bilingual nature of the county. To that end, the Welsh in Education Strategic Forum plays a key role in monitoring the progress of the recommendations brought forward from the 'Welsh Language in Carmarthenshire' report to the Strategic Plan. The Advisory Panel also receives regular updates from officers from the Education and Children Department.

The period of preparation has been a busy one and you will see from the communication plan in Appendix 2 that considerable work has been done to raise awareness of the changes amongst staff. Consequently, we have received a number of enquiries from departments. This has provided a good

opportunity for us to look at our current situation with regard to compliance and in setting priorities for the future. Examples of corporate messages circulated are also included as evidence.

In appendices 3, 4 and 5, there is the detailed information about complaints, training and the language skills audit for staff. The Language skills audit was carried out with staff who are office based first of all. Departments then worked with Human Resources to gather data from our staff who do not have regular contact with a computer. The results of the audit will be the basis for planning our 'Welsh in the Workplace' provision for the future.

The Members Advisory Panel on the Welsh Language has received regular updates regarding the Standards and the Panel is a good platform for consultation on internal developments. The Panel also has a key role in monitoring progress and are able to invite evidence of progress from specific departments within the council. We look forward to the next phase of implementation.

As we discussed the draft Compliance Notices, it became apparent that the current situation within the Translation Unit was not sufficient to ensure compliance with the Standards. To that end, there was an additional investment of £200,000 in the Unit's budget in order to appoint more staff and invest in modern systems that will support their work. The Unit has a key role to play in facilitating the Standards and in supporting departments to increase the use of the Welsh language in our workplace. I look forward to reporting on many new developments in the 2016/17 report.

I sincerely hope that this report provides sound evidence of our commitment to implement the Standards. You are welcome to contact us if you have any questions following receipt of the report.

Regards,

Councillor Mair Stephens

**Portfolio Holder for the Welsh language**

**Carmarthenshire County Council Executive Board**

## Carmarthenshire County Council Welsh language Standards Action Plan 2015-16

In accordance with **COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011 Carmarthenshire County Council – Issue Date: 30/09/2015**

Standards required to comply with within 6 months (date in force: 30 March 2016).

**Class of Standard:** Service Delivery

Standard (and Recommendation) Number	Standard	Action Points	Timetable 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"> <li>• Create a Correspondence Guidelines leaflet for staff including Translation Guidelines</li> <li>• Publish the leaflet on the Council intranet.</li> <li>• Cascade the information to staff</li> <li>• Create a Communications Plan with the Communications Manager (5 February 2016)</li> </ul>	<p><a href="http://brian/parthcymraeg/SitePages/">http://brian/parthcymraeg/SitePages/</a></p> <p>Canllawiau_Safonau_laith.aspx</p> <p>Appendix 2 – Communications Plan</p>

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.	See above	✓
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.	See above	✓
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	<p>You must state -</p> <p>(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.</p>	<ul style="list-style-type: none"> <li>• Provide a wording for all departments.</li> <li>• Include the wording in the leaflet on Correspondence Guidelines.</li> <li>• Draft a leaflet on Publishing Guidelines</li> <li>• Embark on the process of commissioning an update to the e-module on language awareness</li> </ul>	✓
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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"> <li>• Create a leaflet on Telephone Answering Guidelines</li> <li>• Publish the leaflets on the Council Intranet</li> <li>• Cascade the information to the Head of Corporate Property and Managers and HOS within Corporate Services, namely markets, industrial units, property for sale and the Community Asset Transfer Policy.</li> <li>• Cascade the information to staff <ul style="list-style-type: none"> <li>○ Call Centre,</li> <li>○ Housing</li> <li>○ Finance and Benefits,</li> <li>○ Care Line,</li> </ul> </li> </ul>	✓ <a href="http://brian/parthcymraeg/SiteAssets/Lists/Latest%20News/EditForm/Defnyddio%27r%20Gymraeg%20-20ar%20y%20ffon.pdf">http://brian/parthcymraeg/SiteAssets/Lists/Latest%20News/EditForm/Defnyddio%27r%20Gymraeg%20-20ar%20y%20ffon.pdf</a> ✓ ✓
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	✓

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	✓
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 required	
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 required	
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.	Draft a leaflet on Publishing Guidelines	

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	✓
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 required	
18	If a person contacts one of your departments on a direct line telephone numbers (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).	(i) Create a leaflet on Telephone Answering Guidelines (ii) Publish the leaflets on the Council Intranet. (iii) Cascade the information to staff	✓

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.	(a) Create a leaflet containing Guidelines on Organising and Conducting Meetings  (b) Publish the leaflet on the Council Intranet	✓  <a href="http://brian/parthcymraeg/SiteAssets/Lists/Latest%20News/EditForm/">http://brian/parthcymraeg/SiteAssets/Lists/Latest%20News/EditForm/</a>  Trefnu%20a%20Chynnal%20Cyfarfodydd.pdf

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).	See above	✓
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.	Create a leaflet containing Guidelines on Organising and Conducting Meetings	✓
26A	You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting -  (a) if the meeting relates to the well-being of an invited individual ("A"), and (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.	Create a leaflet containing Guidelines on Organising and Conducting Meetings	✓

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 each person whether they wish to use the Welsh language at the meeting.	Create a leaflet containing Guidelines on Organising and Conducting Meetings	✓
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.	Create a leaflet containing Guidelines on Organising and Conducting Meetings	✓
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).	Follow the challenge and appeal procedure	

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>	Follow the challenge and appeal procedure	
30	<p>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.</p>	Create a leaflet containing Guidelines on Organising and Conducting Meetings	✓
31	<p>When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.</p>	Create a leaflet containing Guidelines on Organising and Conducting Meetings	✓

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>	Create a leaflet containing Guidelines on Organising and Conducting Meetings	✓
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>	Create a leaflet containing Guidelines on Organising and Conducting Meetings	✓

34	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.	Create a leaflet containing Guidelines on Organising and Conducting Meetings	✓
35	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).	<ul style="list-style-type: none"> <li>• Create a leaflet on Guidelines for Holding Public Events</li> <li>• Inform the Tourism Department</li> <li>• Inform the Leisure Department</li> </ul>	✓ <a href="http://brian/parthcymraeg/SiteAssets/Lists/Latest%20News/EditForm/Cyfarfodydd%20neu%20ddigwyddiadau%20sy%27n%20agored%20i%27r%20cyhoedd.pdf">http://brian/parthcymraeg/SiteAssets/Lists/Latest%20News/EditForm/Cyfarfodydd%20neu%20ddigwyddiadau%20sy%27n%20agored%20i%27r%20cyhoedd.pdf</a> ✓

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).	See above	
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.	Draft a Leaflet on Guidelines for Design and Publishing	✓
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 a leaflet on Guidelines for Holding Public Events	✓

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><b>You must comply with standard 41(a) in every circumstance, except:</b></p> <p>☐ <b>other papers that are available to the public, which relate to management board or cabinet meetings.</b></p> <p><b>You must comply with standard 41(b) in every circumstance, except:</b></p> <p>☐ <b>other papers for meetings that are open to the</b></p>	Create a leaflet containing Guidelines on Organising and Conducting Meetings	✓
42	Any licence or certificate you produce must be produced in Welsh.	Draft a Leaflet on a Design and Publishing Guideline	✓
43	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	Include in the Design and Publishing Guideline	✓

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>	<ul style="list-style-type: none"> <li>• Include in the Design and Publishing Guideline</li> <li>• Discuss with the Participation and Consultation Officer</li> </ul>	✓
45	Any rules that you publish that apply to the public must be published in Welsh.	Include in the Design and Publishing Guideline	✓
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.	Following publication of the new staffing structure, ensure that the Manager is aware of the Standard.	✓
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>	Draft a Leaflet on Guidelines for Design and Publishing	✓

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.	As above	✓
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"> <li>• Include in the leaflet on a Design and Publishing Guideline</li> <li>• Include wording for staff in the Design and Publishing Guideline</li> <li>• Provide wording for staff in the Correspondence Guideline.</li> </ul>	✓
50	Any form that you produce for public use must be produced in Welsh.	Include in the leaflet on a Design and Publishing Guideline	✓
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	✓

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	✓
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	✓
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"> <li>• Find out which departments have individual websites</li> <li>• Communicate the Standard to them</li> <li>• Discuss with the Communications Department</li> </ul>	✓

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"> <li>• Communicate Standards 52-59 to the individual departments</li> <li>• Ensure that the website and updates are available in Welsh</li> <li>• Draft a leaflet on a Guideline for Technology and the Welsh Language</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p>
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	✓
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	As above	✓
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"> <li>• As above</li> <li>• Provide Standards 57 and 58 to the Communications Department to include use of Social Media</li> </ul>	✓
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	✓

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.		
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.	Draft a Leaflet on Guidelines for Design and Publishing	✓
62	When you erect a new sign or renew a sign (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"> <li>• Contact the Corporate Property Department, Property Maintenance, Highways and Transport to communicate the Standard.</li> <li>• Include in the Design and Publishing Guideline</li> </ul>	✓
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	✓

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.	Communicate the Standard to the Head of Customer Services	✓
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"> <li>• Communicate the Standard to the Head of Customer Services</li> <li>• Distribute Lanyards and working language posters to Spilman, County Hall</li> </ul>	✓
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"> <li>• Policy Team to communicate with the Customer Services Manager</li> <li>• See above</li> </ul>	✓
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"> <li>• Include in the Design and Publishing Guideline</li> <li>• See 61</li> </ul>	✓



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	
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).	See above	
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.	See above	

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"> <li>• Communicate Standards 77 – 80 to the Procurement Department</li> <li>• Provide wording for the Procurement Department to be included in the 'Instruction to tenderers' that summarises the Standards</li> <li>• Update the Welsh Language Policy in the Procurement Department's tender documentation</li> </ul>	<p>✓</p> <p>✓</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).	Communicate Standards 77 – 80 to the Procurement Department	

79	<p>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 -</p> <p>(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 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).</p>	See above	
80	<p>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.</p>	See above	

81	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	<ul style="list-style-type: none"> <li>• 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,</li> <li>• Carmarthenshire News</li> </ul>	Appendix 1  ✓
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	
83	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.		

84 (45)	<p>If you offer an education course that is open to the public, you must offer it in Welsh.</p> <p><b>You must comply with standard 84 in every circumstance, except: - 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.</b></p>	<ul style="list-style-type: none"> <li>• Meet with the Education Department Leadership Team to communicate the Standards</li> <li>• Attend the Education DMT on the 20th January</li> </ul>	<p>✓</p> <p>✓</p>
86	<p>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.</p>	See 84	
87	<p>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.</p>	See 67	

Supplementary15 5	<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 (b) in each of your offices that are open to the public.</p>	<p>Discuss with the Communications Department where the Standards document should be included in the Council website</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 (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> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	<p>Internal discussions on reviewing the various stages of the complaints procedure to ensure accountability</p>	✓

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>	<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>	✓
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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 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>	Internal discussions (Staff Working Party) on how to report to the Commissioner and include the promotional, facilitation and supervisory elements in the action plan / annual report.	✓
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.	Draft an Action Plan	✓

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	
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**Class of Standard:** Policy Making

Standard (and Recommendation) Number	Standard	Action Points	Timetable 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"> <li>• Internal discussions on the need to draw up specialist guidelines on the impact of policies on the Welsh language.</li> <li>• Include the Welsh language as part of the Wellbeing of Future Generations Act Impact Assessment process.</li> </ul>	<p>Internal discussions and initial preparatory work have been undertaken to begin working on the production of a new framework to include linguistic implications and the requirements of the Wellbeing of Future Generations Act and the Equality Act (appraisal of sustainability, equality and the Welsh language).</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 – a) opportunities for persons to use the Welsh language, and b) treating the Welsh language no less favourably than the English language.</p>	See Standard 88	See above

90	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 – a) opportunities for persons to use the Welsh language, and b) treating the Welsh language no less favourably than the English language.	See 88	See above
91	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 -  (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	<ul style="list-style-type: none"> <li>• Initial discussion with Dr Kevin Pett.</li> <li>• Have offered two questions to be included in the consultation elements</li> <li>• Ensure that the questions are included and communicated to everyone conducting consultations</li> </ul>	✓

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 b) treating the Welsh language no less favourably than the English language.</p>	See 91	✓

94 (48,49)	<p>You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant – (a) what effects, if any (and whether positive or negative), the awarding of a grant would have on - opportunities for persons to use the Welsh language, and (i) treating the Welsh language no less favourably than the English language; (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 – (i) opportunities for persons to use the Welsh language, and (i) treating the Welsh language no less favourably than the English language; (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 – (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (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 – (i)opportunities for persons to use the Welsh language, and (ii)treating the Welsh language no less favourably than the English language.</p>	<ul style="list-style-type: none"> <li>• Discuss internally how to measure impact</li> </ul>	<p>Delay the discussion following the restructuring of the grant awarding process</p>
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95	<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 what effects, if any (and whether positive or adverse), 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>	<p>Create Procurement, Commissioning and Grant Awarding Guidelines</p>	
96	<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 have a positive effects, or so that it would have 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>	<p>See 95</p>	

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	
Supplementary 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>	Publish the Standards document on the Council website	

162	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <ul style="list-style-type: none"><li>(i) 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</li><li>(ii) how you will provide training for your staff in relation to dealing with those complaints,</li></ul> <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>	See 156	
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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>Regularly gather information on the implementation of the Standards (that will inform the Annual Report) through the work of the Advisory Panel, the Staff Working Party and departmental enquiries.</p>	<p>See the annual report</p>
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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 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>	Internal discussions (Staff Working Party) on how to report to the Commissioner and include the promotional, facilitation and supervisory elements in the action plan / annual report.	MJ
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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.	Discuss where to publish the action plan on the internet	
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 (and Recommendation ) Number	Standard	Action Points	Timetable and evidence
98 (43)	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"> <li>• Discuss internally and give further consideration to developing a policy on using the Welsh language internally</li> <li>• Consider including Standards 99 – 144 in the policy on using the Welsh language internally.</li> <li>• Draft a policy to be presented to the Advisory Panel and the Staff Working Party</li> <li>• Senior officers (Wendy) to scrutinise the document</li> </ul>	✓



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	
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.	The Learning and Development Section within Human Resources to draw up and implement an Action Plan identifying the administrative processes that need to be in place to achieve this Standard	Policy on the internal use of the Welsh language
105	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	Meet with the Human Resources Department to introduce Standards 99-119 and 127-131, 136-140.	
106	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	See above	
107	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	See above	
108	If you publish a policy relating to performance management, you must publish it in Welsh.	See above	

109	If you publish a policy about absence from work, you must publish it in Welsh.	See above	
110	If you publish a policy relating to working conditions, you must publish it in Welsh.	See above	
111	If you publish a policy regarding work patterns, you must publish it in Welsh.	See above	
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.		
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.	Include the internal use of the Welsh language in the draft policy	

114	<p>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 -</p> <p>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting;</p> <p>(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).</p>		
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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"> <li>(a) made the complaint in Welsh,</li> <li>(b) responded in Welsh to a complaint about him or about her,</li> <li>(c) asked for a meeting about the complaint to be conducted in Welsh, or</li> <li>(ch) asked to use the Welsh language at a meeting about the complaint.</li> </ul>		
116	<p>You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.</p>		
116A	<p>You must -</p> <ul style="list-style-type: none"> <li>(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</li> <li>(b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.</li> </ul>		

118	<p>If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must -</p> <p>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and</p> <p>(b) explain that you will provide a translation service for that purpose if it is required;</p> <p>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).</p>		
119	<p>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 –</p> <p>(a) responded to allegations made against him or her in Welsh,</p> <p>(b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or</p> <p>(c) asked to use the Welsh language at a meeting regarding the disciplinary process.</p>		

120	<p>You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).</p>	<ul style="list-style-type: none"> <li>• Contact the Helpdesk to be fully informed as to how to do this</li> <li>• Include an explanation on how do this in the Regeneration and Policy newsletter</li> <li>• Include Support Guidelines on Writing Welsh in the draft leaflet</li> <li>• Include in the correspondence leaflet</li> </ul>	✓
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"> <li>• Hold discussions with the Communications Department when producing the new Intranet</li> </ul>	✓

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,  (b) any Welsh language version of that page is fully functional, and  (c) the Welsh language is treated no less favourably than the English language in relation to the text of that page.</p>	See above	
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>	See above	
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"> <li>• Draw up Frequently Asked Questions and publish them on the Intranet</li> <li>• Draw up guidelines on how to provide bilingual Services and publish them on the intranet.</li> <li>• Draft Support Guidelines on Writing</li> </ul>	<a href="http://brian/parthcymraeg/SitePages/Canllawiau_Safonau_laith.aspx">http://brian/parthcymraeg/SitePages/Canllawiau_Safonau_laith.aspx</a>
126	<p>You must provide the interface and menus on your intranet pages in Welsh.</p>	<ul style="list-style-type: none"> <li>• Discuss with the Communications Department</li> </ul>	✓

127 (35,37,38,40)	You must assess the Welsh languages skills of your employees.	<ul style="list-style-type: none"> <li>• Meetings with Human Resources in December, followed by fortnightly meetings</li> <li>• Prepare a new Language Skills Audit for staff who have access to computers, and a paper based Audit for other staff</li> </ul>	<p>✓</p> <p>✓</p>
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130 (39,61)	<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"> <li>• Map the current provision of Council Welsh language lessons with the Learning and Development Section</li> <li>• Respond to the outcome of the Egin tender in order to plan provision. Hold various meetings with Aberystwyth University and Egin and monitor the situation in terms of the NPS</li> <li>• Offer 6 Level 1 sessions between January and March '16</li> <li>• Offer a Welsh language skills development course for managers</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p>
131 (39,61,62)	<p>You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.</p>	As above	

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"> <li>• Include internal use of the Welsh language in the workplace in the draft policy (S98)</li> <li>• Co-design a new induction e-module that will include a, b, and c</li> <li>• Embark on the process of designing a new Language Awareness e-module</li> <li>• Create a 'Why use Welsh' leaflet</li> <li>• Publish the leaflet on the Intranet</li> <li>• Distribute a link to the 'Why use Welsh' leaflet with Communications and eGair and <i>Y Gair</i> in January 2016</li> <li>• Begin providing training on the duty to ensure that provision is in accordance with Standards for the Leisure Department</li> <li>• Co-ordinate with AWA on designing a new e-learning module on language awareness</li> <li>• Include an element of language awareness in the 'Welcome to Welsh' course</li> </ul>	✓
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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"> <li>• Co-design a new induction e-module</li> </ul>	✓
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"> <li>• Include in the Correspondence Guidelines</li> <li>• Develop wording and include it in the Support Guidelines on Writing Welsh</li> <li>• Keep a record of possible support for a new resource on the intranet and research possibilities of creating a new resource.</li> </ul>	✓
135	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.	<ul style="list-style-type: none"> <li>• Include in the Support Guidelines on Writing Welsh</li> </ul>	✓

136 (33,34, 36)	<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"> <li>• Produce, agree and publish a new Language Skills Strategy that makes Welsh an essential skill for all posts within the Council, adopting an adaptation of the ALTE framework to assess the skill level required for posts and applicants.</li> <li>• Present the new Language Skills Strategy to the Commissioner</li> <li>• Publish the Skills Strategy on the Intranet</li> <li>• Create Guidelines for Language Skills and</li> </ul>	<p>✓</p> <p><a href="http://brian/worklife/Document%20Library/lai%20th%20Gymraeg%20-%20Welsh%20Language/Strategaeth%20Sgiliau%20Iaith.pdf">http://brian/worklife/Document%20Library/lai%20th%20Gymraeg%20-%20Welsh%20Language/Strategaeth%20Sgiliau%20Iaith.pdf</a></p> <p><a href="http://brian/parthcymraeg/SiteAssets/SitePages/Canllawiau_Safonau_Iaith/Sgiliau%20Iaith%20a%20Recrwitio.pdf">http://brian/parthcymraeg/SiteAssets/SitePages/Canllawiau_Safonau_Iaith/Sgiliau%20Iaith%20a%20Recrwitio.pdf</a></p>
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>	Check that this is operational	
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>	Check that this is operational	

137A	<p>If you publish -</p> <ul style="list-style-type: none"> <li>(a) application forms for posts;</li> <li>(b) material that explains your procedure for applying for posts;</li> <li>(c) information about your interview process, or about other assessment methods when applying for posts;</li> <li>(ch) job descriptions;</li> </ul> <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>	Check that this is operational	
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>	See above	

139	<p>You must ensure that your application forms for posts -</p> <p>(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</p> <p>(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).</p>		
140	<p>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.</p>		

141	<p>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.</p>	<p>Ensure that the Corporate Property Department and the Property Maintenance Department include this Standard in their procedures.</p>	✓
142	<p>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.</p>	See above	✓
143	<p>You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.</p>	See above	✓
144	<p>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.</p>	<p>Include in the Guidelines for Conducting Public Events</p>	<p><a href="http://brian/parthcymraeg/SiteAssets/Lists/Latest%20News/EditForm/Cyfarfodydd%20neu%20ddigwyddiadau%20sy%27n%20agored%20i%27r%20cyhoedd.pdf">http://brian/parthcymraeg/SiteAssets/Lists/Latest%20News/EditForm/Cyfarfodydd%20neu%20ddigwyddiadau%20sy%27n%20agored%20i%27r%20cyhoedd.pdf</a></p>

Supplementary 167	<p>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 -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	Discuss with the Communications Department the need to publish documents relating to the Standards on the Council website	
Supplementary16 8	<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 operational 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, and</p> <p>(b) publish a document that records that procedure on your intranet.</p>	See Standards 162 and 156	

<p>Supplementary16 9</p>	<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>	<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>	
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<p>Supplementary17 0</p>	<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 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>See above</p>	
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Supplementary17 1	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.	Draft an Action Plan	✓
Supplementary17 2	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

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.	Consider the suitability of the current procedure for reporting on complaints relating to the Standards	
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.		Copies are kept on the council's electronic fileplan system
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).		

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.		✓
151 (35,37,38)	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.		Appendix 5
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.		✓
154 (33,36)	<p>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 –</p> <ul style="list-style-type: none"> <li>(a) Welsh language skills are essential;</li> <li>(b) Welsh language skills need to be learnt when appointed to the post;</li> <li>(c) Welsh language skills are desirable; or</li> <li>(ch) Welsh language skills are not necessary.</li> </ul>		See 170

<p>Supplementary 175</p>	<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</p> <p>(b) in each of your offices that are open to the public.</p>		
<p>176</p>	<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 (and recommendation) Number	Standard	Action Points	Timetable and evidence
76	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.	Discuss these requirements with the Procurement Department	✓
104	<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"> <li>• annual leave,</li> <li>• absences from work, and</li> <li>• flexible working hours,</li> </ul> <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>		
121	<p>You must ensure that –</p> <ul style="list-style-type: none"> <li>• the text of each page of your intranet is available in Welsh,</li> <li>• every Welsh language page on your intranet is fully functional, and</li> <li>• the Welsh language is treated no less favourably than the English language on your intranet.</li> </ul>	Work with the Communications Department to achieve this	✓

128	<p>You must provide training in Welsh in the following areas, if you provide such training in English -</p> <p>(a) recruitment and interviewing;  (b) performance management;  (c) complaints and disciplinary procedures; (ch) induction;  (d) dealing with the public; and  (dd) health and safety.</p>		
129	<p>You must provide training (in Welsh) on using Welsh effectively in -</p> <p>(a) meetings;  (b) interviews; and  (c) complaints and disciplinary procedures.</p>		
145 (50,51)	<p>You must produce, and publish on your website, a 5-year 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  (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"> <li>• Policy Team to discuss with the County Strategic Forum and the Advisory Panel</li> <li>• Draft a Promotional Strategy</li> <li>• Discuss the draft with the County Forum and the Advisory Panel</li> </ul>	✓

146	<p>Five years after publishing a strategy in accordance with standard 145 you must –</p> <ul style="list-style-type: none"> <li>a) assess to what extent you have followed that strategy and have reached the target set by it, and</li> <li>b) publish that assessment on your website, ensuring that it contains the following information – <ul style="list-style-type: none"> <li>i) the number of Welsh speakers in your area, and the age of those speakers;</li> <li>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.</li> </ul> </li> </ul>	<p>Discuss options on measuring impact and report on activity with the Panel and the County Forum</p>	
152	<p>You must keep a record, for each financial year of –</p> <ul style="list-style-type: none"> <li>a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and</li> <li>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.</li> </ul>		
173	<p>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 –</p> <ul style="list-style-type: none"> <li>a) on your website, and</li> <li>b) in each of your offices that are open to the public.</li> </ul>	<p>Act responsively to the Commissioner’s enquiries.</p>	

174	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.	
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## Appendix 1: Recommendations from the 'Welsh language in Carmarthenshire' report

<p>28 That the County Council further develops its affordable housing policy by ensuring more availability within housing developments.</p>	<p>To look at options where the policy can be further developed.</p>	<p>The affordable housing delivery plan was approved by the Council on 10 March 2016. The plan aims to increase the provision of affordable housing in the county by more than 1000 houses by 2020.</p>
<p>29 That the County Council takes further action to address the number of empty homes in the county in order to return them for local use.</p>	<p>To look at national schemes such as 'Houses into Homes' and consider local implementation methods.</p>	<p>Carmarthenshire County Council has approved the sum of £1.3 million in relation to the housing plan. Having received a further allocation of £625k from Welsh Government, the council has succeeded in approving £120k of loans, with many new applications being considered. The need remains in the county and connections are being established with the Affordable Housing Plan.</p>
<p>30 That the County Council sets a higher threshold for affordable housing for developments on land owned by the County Council.</p>	<p>To be discussed with the Head of Corporate Property. Similar discussion needed with other public bodies that own property in Carmarthenshire.</p>	
<p>31 That County Council undertakes a marketing campaign to raise awareness about the Housing Choice Register.</p>	<p>Specific campaign through the <i>papurau bro</i>.</p>	
<p>53 That the County Council, in discussions with the three Menter Iaith (Welsh language Initiatives) in the County and on the basis of the statistical analysis, commission specific work for</p>	<p>To prepare an action plan in partnership with the Mentrau Iaith.</p>	<ul style="list-style-type: none"> <li>- The reports were discussed in the County Forum meeting.</li> <li>- A list of targets were agreed upon for each Menter for 2015-16,</li> </ul>

<p>every Menter to achieve. Full consideration should be given to the recommendations of the national report 'A review of the work of Mentrau Iaith, Language Action Plans and the Aman Tawe Language Promotion Scheme' when creating the work programme.</p>		<ul style="list-style-type: none"> <li>- Through the County Forum, 6 geographical areas of priority were agreed upon, to coordinate efforts in those areas.</li> <li>- Work of planning the Promotion Strategy has begun in the County Forum, and this will lead the work of the organisations further in the future.</li> </ul>
<p>54 That the County Council and the local Mentrau Iaith work with local sports clubs to support them to use the language in all aspects of provision, including the language of the training and administration of the club (also included in the Community Opportunities recommendations).</p>		<p>During this period, the Mentrau have been working on developing 'Gwobr y Gymraeg'. The plan developed into a regional project. As part of the plan sports clubs as well as businesses and organisations from the 3<sup>rd</sup> sector would be assessed with regards their Welsh medium provision. Their written, face-to-face, digital etc provision would be assessed. After this initial phase, the organisation would be given a bronze, silver or gold Standard. There was also an option to, for those who did not reach a Standard but who were prepared to develop their provision, to do so with the Menter's assistance. The aim then was to work with all organisations to move them along the plan to reach the gold standard. It became clear that the government had similar plans through European funding. In order to avoid duplication, they asked us to refrain from continuing with this plan, although we had already paid for design and were going to print that week. We therefore intend to feed our work into the new plan and are preparing to cooperate in order to ensure the success of this project in the future.</p>

		We also intend to cooperate and support the Language Commissioner and Sports Wales with the 'Amdani' campaign. The aim of the campaign and the new resource is to promote the benefits of offering Welsh medium activity.
57 That the County Council increases the Welsh medium provision within its youth service and supports staff within the service to develop their skills of working through the medium of Welsh.	Prepare a contract for provision of 6 Welsh medium youth clubs in the county.	<p><b>1. Youth Clubs</b></p> <p>Having evaluated our clubs in their first year, it was decided that it was not viable to continue with the club in Llandeilo. The other 3, (Llanelli, Carmarthen and Ammanford– a partnership with the Urdd and the Mentrau Iaith) continue.</p> <p>Our wish would be to run 3 more– to reinstate the club in Llandeilo, to open a club in Cwm Gwendraeth and possibly in Newcastle Emlyn.</p> <p>The Youth Service has been through a period of major restructuring which has required a lot of our attention. With the new structure now more or less in place, we can look anew at the possibility of developing 3 more clubs, although the main issue is a lack of funding.</p> <p><b>2. Staffing</b></p> <p>a) The youth service used the ALTE framework to determine the language requirements of 2 posts, for i. The principle officer (phase 1 of recent restructuring) a ii. 4th tier posts (2<sup>nd</sup> phase of restructuring). The linguistic requirements for these posts were adequately challenging.</p>

		<p>Furthermore, a written and oral assessment was held for the Principle officer post (which is unusual in appointing at this level). There was also a specific question on Welsh skills in the other interviews.</p> <p>b) The Youth Support Service is supportive of the new Corporate Language Skills Strategy. Following the Strategy, an audit of the linguistic skills of the staff was conducted. While the audit detail yet to be received ( proficiency across the different levels ) , we estimate that we have 39/71 staff who can speak Welsh 39/71 ( 55 % ), which is above the statistic for Carmarthenshire in the 2011 Census .</p> <p>c) We intend to support staff to improve their language skills when the new corporate training plan is introduced.</p> <p>Ch) We have an increasing capacity within the Service to introduce provision through the medium of Welsh</p> <p>d) We will be taking the upcoming opportunities to recruit bilingual staff in a series of appointments that are on the horizon.</p> <p><b>3. Welsh Language Standards</b></p> <p>The Commissioner's Standards and their implications have permeated through the Service's workforce. This will be reflected in the</p>

		<p>Service's administration, e.g. letters, emails and other public correspondence.</p> <p><b>4. Strategic Matters</b></p> <p>The Head of Service is involved with advising on the future of the Welsh for Adults Service within the County Council. We aim to create a situation that will be beneficial to the development of all of our corporate divisions within the County Council, including the Youth Support Service.</p> <p>The Head of Service is working on developing formal and informal opportunities to use Welsh in the new curriculum and this should result in developments in the field of youth work 8-18 , based at the schools - and also possibly incorporating input from the Mentrau Iaith.</p>
58 In accordance with the Youth Clubs Task and Finish Group (January 2014), the Council will prioritise increasing the Welsh medium provision as part of the new strategic approach by commissioning organisations that provide open access services through the medium of Welsh.	Prepare a draft contract to discuss with youth providers across the county. Hold a workshop with local providers in partnership with Business Wales.	
59 Opportunities to use the Welsh language in the county - Leisure and Culture	The Leisure Department will arrange a timetable for Welsh medium sessions to be introduced in the centres in Amman Valley, Carmarthen, Llanelli & Llandovery.	<p>Levels 1-3 will be available in Welsh and English separately leisure Centres in Llanelli, Ammanford and Carmarthen.</p> <p>Levels 4-7 will be bilingual sessions</p> <p>Levels 7-12 are provided by local clubs but the council is encouraging offering bilingual sessions</p>
60 Opportunities to use the Welsh language in	That the County Council ensures that Welsh	Agreed for activities 1:1.

<p>the county - Leisure and Culture</p>	<p>medium swimming lessons are available at all leisure centres across Carmarthenshire.</p>	<p>As next step, develop bilingual sessions for group sessions. We need to recruit and train staff adequately.</p> <p>We are working to help launch the 'Y Gymraeg Amdani' resource with Sports Council Wales to encourage the use of the Welsh language in sports clubs in May/June 2016.</p> <p>Intensive work has been conducted with Leisure, providing them with 3 language awareness training sessions during March 2016. The training concentrated on developing Welsh provision as an inherent part of good customer service. There will be a follow-on to this training in the Division's annual conference in the summer.</p>
<p>62 That the County Council extends the Language Champions project where the Council has identified a Language Champion to operate in every leisure centre across the county, to include the country parks, libraries and theatres.</p>	<p>To undertake a campaign within the various staff teams to recruit volunteers to become Champions.</p>	<p>Following staff changes at the Department of Leisure, we decided to rework the existing project and also to extend the project to the Parks and Culture teams. A second series of training to identify new and to re-train Champions in June 2016. The role of the New Champions was discussed and it was decided to call them 'language Leaders'.</p>
<p>65 That the County Council works closely with Theatr Genedlaethol Cymru in order to provide further Welsh medium community opportunities.</p>	<p>To hold discussions between the County Council and Theatr Genedlaethol to consider possible options.</p>	<p>The department has been discussing with TGC to try and influence its work program locally.</p>
<p>66 That the County Council attracts and</p>	<p>To ensure Welsh medium provision when</p>	<p>This depends on the performances and</p>

<p>promotes Welsh language and bilingual performances within the county theatres.</p>	<p>preparing each seasonal programme.</p>	<p>companies that we will attract to the county. The county's role is of a support service, but we are looking at working with the sector to see if it can develop local productions through the service. Carmarthenshire Theatres does not have the staffing structure to develop shows and productions and it would need additional resources to drive this ambition forward.</p>
<p>68 That the County Council promotes and markets the Welsh language to parents-to-be within the Council's workforce.</p>	<p>To promote the advantages of bilingualism to parents within the Council's workforce.</p>	
<p>69 That the Welsh Government with the County Council's co-operation ensures that the Welsh language is central to schemes and projects such as Flying Start.</p>		<p>Unfortunately, this number was previously 9 venues providing Welsh language provision, but circumstances have changed with two of them, resulting in a reduction of Welsh language providers.</p> <p>One Cylch Meithrin ceased trading due to financial difficulties and the other Cylch Meithrin are no longer members of Mudiad Meithrin, resulting in them providing bi-lingual provision.</p> <p>In accordance with the Welsh language Standards, we are assessing every one of our service areas in order to improve the processes, forms, documentation etc for parents in order to ensure that we meet their needs and the requirements of the Standards.</p> <p>The Flying Start Manager has prepared an action plan in order to assess each area and deal with</p>

		any areas for improvement.
73 That the County Council encourages and promotes the residents of Carmarthenshire to learn Welsh by promoting the local support that is available to do so.	Promote and encourage the citizens of Carmarthenshire to learn Welsh.	

## Appendix 2: Communications Plan 2015-16

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### Background information on the Welsh Language Standards

The Welsh Language Act was passed by the Welsh Government 2011 which means that public bodies must prepare and comply with the Language Standards.

Carmarthenshire County Council, along with all other Local Authority in Wales, has received its final set of Welsh Language Standards and arrangements are now in place to ensure that the Council complies with the new requirements.

The Welsh Language Standards will replace the County Council's current Welsh Language Scheme on April 1, 2016.

The Welsh Language Standards will lead to Welsh speakers having a right to use the language in their everyday life and that includes the workplace. You can read more about the Welsh Language Standards on the Commissioner's website [www.comisiynyddygydraeg.org](http://www.comisiynyddygydraeg.org)

The Standards concern the following 5 work areas:

- Service Delivery – ensuring that the Council engages with residents and provides services to customers in Welsh. This includes ensuring a Welsh medium service in correspondence , phone calls , meetings , notices , forms , reports , websites , online services , awarding grants and contracts
- Policy making – The Council must consider the effects of any new Policy (or revised Policy) on the Welsh language. Whether the Policy provides opportunities for people to use Welsh and whether the Welsh language is being treated less favourably than the English language will have to be considered.
- Operational – The Council needs to develop a Policy that promotes and facilitates the use of Welsh internally. Several of the operational Standards relate to Human Resources and to managers, including keeping a record of staff's language preferences, assessing the language skills of staff, assessing the need for language skills for vacant posts and providing staff with Welsh medium information forms for staff.
- Promotion – ensure that the Council creates a 5 year Strategy that explains how we will promote and facilitate the use of the Welsh language across the county.
- Record keeping – ensure that the County Council keeps records of the progress made against each Standard.

### The Main messages of the Communication Plan

- A consistent and positive message in terms of changing from the Welsh language scheme to the Welsh language Standards and the resultant change in the Council's duties.

- Offer advice and leadership through the Regeneration and Policy Sub-division as to operating and ensuring compliance
- Promoting materials, tools and guidelines that will assist staff in complying
- Explaining that the Welsh Language Scheme will no longer be in force after March 2016
- Explaining the elements of enforcement and the changes in the relationship with the Welsh Language Commissioner as a result of the possibility of fining establishments
- Message of encouragement to staff in terms of the Welsh language and its use in the workplace
- Emphasise that the Welsh language is a skill in the workplace and that there is an opportunity for everyone to learn and to improve their Welsh language skills
- Highlight the importance of planning the Welsh language provision from the very beginning – projects, practical tasks such as videos etc.
- Promoting the Council's Welsh Services to the public (in accordance with Standard 81)

### **The Main Means of Communication**

- To communicate with Councillors, we will mainly be corresponding through the Council's committees and internal committees
- To communicate with the public, we will mainly use our corporate website and through several, specific marketing campaigns
- To communicate with Council officers, we will be using a combination of
  - Internal committees,
  - Y Gair and e-Gair (paper and electronic newsletter),
  - The intranet,
  - Mass emails (through the dotmailer system),
  - Specific marketing campaigns.

## The Council's Committees

In order to receive full approval of the Welsh Language Standards by full Council, the Compliance Notice was presented to the following meetings:

Meeting	Timetable
Welsh Language Scheme working group	21 October 2015
Members' Welsh language advisory panel	Special meeting on 16 December 2015
Corporate management team	3 November 2015
Pre Executive Board	2 November 2015
Heads of Service Forum	Regular update on progress through Assistant chief Exec

## Internal Committees

Chief Executive's Department	Management Team - Customer Focus and Policy
	Management Team - People Management
	Legal dept.
Education and children's services	Departmental Management Team meeting. Education Department Director and Heads of Service
	Strategic Leadership Team meeting, Director, Heads of Service and 3 <sup>rd</sup> tier Leaders
Communities	Departmental Management Team meeting
	'More than Words' working group
Environment	Departmental Management Team meeting

## Corresponding with the public

Corresponding with the public about our Welsh medium services will be a far more prominent feature of our work in 2015-16, after the Standards have come in to force and after our concentrated efforts to communicate direct messages about the Standards internally. However, a marketing campaign was carried out during March through *Carmarthenshire* News to encourage the public to choose to correspond with the Council in Welsh through whichever medium they should choose. Also, initial discussions were held on a variety of possible campaigns for 2016-17. These ideas as well as the result of discussions with the Government on behavioural changes theories will formulate the Communication plan for 2016-17.

## Corresponding directly with staff

Timetable	Theme / main messages	Main medium
September 2015	General message about the Standards	Y Gair / e-Gair
October 2015	Message about the Compliance Notice and encouragement to depts. to get in touch with the Policy Team to discuss any queries	'Our People' event for Managers (Ffwrnes Theatre) – information stand and leaflets  Y Gair / e-Gair
November 2015	Reinforce message about the change from Welsh Language scheme to Standards	Y Gair / e-Gair  Regeneration and Policy meetings
December 2015	Welsh Statement – advice to staff on including statement about Welsh on forms / documents etc.	Y Gair / e-Gair  Cooperate with communications department to promote message amongst designing and publishing clients  Regeneration and Policy Sub division meetings
January 2016	February e-Gair message: Introducing the Standards and 1 <sup>st</sup> Guideline – 'Why use Welsh'	Y Gair / e-Gair The Intranet
February 2016	Message about Standards in Council Leader's Video Blog, Cllr Emlyn Dole  Message explaining that Language Skills Audit on its way and importance of the information gathered for workforce development and suitable training for staff	Y Gair / e-Gair
March 2016	Message 1 (dotmailer) from Cllr Mair Stephens, Executive Board Member emphasising importance of Standards, drawing attention to the guidelines and the skills audit + offering advice and support from Policy and Partnerships team  Message 2 from Cllr Mair Stephens, '4 guidelines leaflets and FAQs'  April e-Gair and Y Gair 'Greeting on the phone'	Message to all who have office access    Message to all who have office access The Intranet  Y Gair / e-Gair

### Appendix 3: Complaints received in 2015/16

Listed below are the complaints received during 2015/16 and a summary of the response and action taken.

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

	<b>Complaint</b>	<b>Response and action</b>
1.	Complaint in relation to the Welsh medium provision at the National Botanical Garden of Wales and the clauses placed in the council's funding agreement	<ul style="list-style-type: none"> <li>The council's financial agreement with the Gardens was updated and a meeting was held with the Director, the Marketing Manager and a member of the Board of Trustees to discuss linguistic requirements</li> <li>Practical advice was offered to the Gardens on key areas such as signage and events organised by third party organisations</li> </ul>
2.	Complaint concerning an alleged failure to provide a Welsh medium service in housing benefits	<ul style="list-style-type: none"> <li>Contact was made with the Housing Benefits team to investigate the allegations in detail.</li> <li>The Council Tax and Benefits team keep detailed records of clients' linguistic choice, through a system developed for us by Northgate</li> <li>No request for Welsh medium correspondence had been received by the individual; however, we extended the opportunity to the individual to note their choice</li> <li>The team looked at the correspondence / dealings with the individual, and they had chosen to correspond in English at all times, including telephone calls with a bilingual officers</li> <li>All members of staff working in reception at Ty Elwyn, Llanelli (now the Hub, Llanelli) are bilingual and are fully aware of the responsibility to provide services in accordance with the chosen language of our clients</li> </ul>
3.	Complaint in relation to a letter sent by the Dyfed Pensions Fund through the medium of English only	<ul style="list-style-type: none"> <li>Contact was made with the team who support the Fund to investigate this</li> <li>It was confirmed that the individual has corresponded with the Fund through the medium of English on previous occasions and therefore English was noted as their Language of choice</li> <li>The individual's record was updated to ensure</li> </ul>

		that they receive bilingual correspondence in the future
4.	Complaint in relation to a lack of Welsh medium swimming lessons in Carmarthen Leisure Centre	<ul style="list-style-type: none"> <li>• Contact was made with the Centre Manager in Carmarthen to discuss this</li> <li>• A response was sent explaining that a number of our Welsh speaking swimming tutors had left for other posts and that a recruitment process was underway</li> <li>• It was confirmed that bilingual provision will be available in the future</li> </ul>
5.	Complaint in relation a lack of Welsh medium training for Governors	<ul style="list-style-type: none"> <li>• Contact was made with the Admissions &amp; Governance Unit to discuss this</li> <li>• The response explained that the provision of the course in question (data) was being shared with Pembrokeshire and that the nearest course to the individual was being held in Pembrokeshire</li> <li>• It was noted that the council was holding a review of the training available for Governors and that comments would be invited from Governing bodies</li> </ul>
6.	Complaint regarding temporary road closure notices during the St David's day celebrations in Carmarthen	<ul style="list-style-type: none"> <li>• Contact was made with the Transport Unit to discuss this</li> <li>• It was confirmed that there had been a delay with the Welsh medium signage and an apology was noted</li> <li>• The temporary road closure process was discussed with the unit and clear steps were agreed in order to ensure that this situation does not arise again</li> </ul>
7.	Complaint regarding the advertisements for Director posts within the Council which led to an Investigation by the Welsh Language Commissioner under Section 17 of the Welsh Language Act	<ul style="list-style-type: none"> <li>• Contact was made with the Human Resources division and the Communications team to discuss this</li> <li>• It was explained that the council had included the detail regarding the linguistic level in the job description rather than the advert for the posts</li> <li>• Confirmation was received from the Commissioner that the council had failed to comply with 3 clauses of its Welsh language Scheme in relation to recruitment</li> <li>• The council has accepted the recommendations following the Commissioner's report, ensuring that they are addressed whilst introducing the new Language Skills Strategy</li> </ul>
8.	Complaint in relation to submitting Welsh medium comments to the i-Local website, when English medium feedback was received	<ul style="list-style-type: none"> <li>• An apology was sent to the individual for the English medium response and a Welsh medium version was sent</li> <li>• The department was reminded that all Welsh</li> </ul>

		medium correspondence must be responded to in Welsh
9.	Complaint in relation to the standard of the Welsh text on leaflets circulated to nurseries and Cylchoedd Meithrin	<ul style="list-style-type: none"> <li>• Contact was made with the Leisure division to discuss this</li> <li>• An apology was sent for the mistakes in the leaflet and a new version was prepared</li> </ul>
10.	Complaint in relation to a National Exercise Referral Scheme letter circulated in the county	<ul style="list-style-type: none"> <li>• Contact was made with the Leisure division to discuss this</li> <li>• It was confirmed that a Welsh medium version of the letter was available and an apology was tendered for the mistake</li> </ul>

## Appendix 4: Training opportunities provided in 2015-16

Welsh language Awareness – e-learning package	50
'Croeso i'r Gymraeg' – Level 1 Half day workshop for staff to reach level 1	40
Specialist course for Carers working with older people	32
Mentoring skills course	14
Mynediad 1	12
Mynediad 2	5
Sylfaen 1	6
Sylfaen 2	5
Canolradd 1	3
Canolradd 2	2
Improving your Welsh: Spoken A	9
Improving your Welsh: Spoken B	10
Improving your Welsh: Writing Welsh	3
Welsh for Managers External course provided by Cwmni Iaith	5
Language Awareness – tailored for the Careline team	7
Language Awareness – tailored for the Leisure & Culture division	40
<b>TOTAL NUMBER OF LEARNERS</b>	<b>243</b>

## Appendix 5: Language Skills Audit

The language skills audit was held amongst staff with office contact as the first phase. Here are the early results in relation to the Welsh language:

No Verbal skills	350	No Written skills	625
Level 1 Verbal	729	Level 1 Written	706
Level 2 Verbal	410	Level 2 Written	393
Level 3 Verbal	311	Level 3 Written	344
Level 4 Verbal	361	Level 4 Written	297
Level 5 Verbal	462	Level 5 Written	257