

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Partnership and Regeneration Scrutiny Committee
<b>Date:</b>	15 June 2021
<b>Subject:</b>	Welsh Language Standards Annual Report 2020-21
<b>Purpose of Report:</b>	To present the report for comment before it is submitted for delegated approval for publication.
<b>Scrutiny Chair:</b>	Cllr Gwilym O Jones
<b>Portfolio Holder(s):</b>	Cllr Ieuan Williams – Portfolio Holder for service transformation and responsibility for the Welsh language
<b>Head of Service:</b>	Annwen Morgan Chief Executive
<b>Report Author:</b> <b>Tel:</b> <b>Email:</b>	Huw Jones, Head of Democratic Services 01248 752108 <a href="mailto:JJones@ynysmon.gov.uk">JJones@ynysmon.gov.uk</a>
<b>Local Members:</b>	Not applicable

#### **1 - Recommendation/s**

The Committee is invited to comment on the Annual Report on the Welsh Language Standards 2020-21 before it is submitted for delegated approval by the Portfolio Holder for publication.

#### **2 – Link to Council Plan / Other Corporate Priorities**

The Council Plan 2017-2022 notes that “*Safeguarding and developing the use of the Welsh language and its contribution to the island’s cultural identity and heritage will be given priority*”.

The Full Council approved the Council’s Welsh Language Policy on 12 May 2016. This annual report outlines how the policy was implemented during 2020-21.

### **3 – Guiding Principles for Scrutiny Members**

**To assist Members when scrutinising the topic:-**

**3.1** Impact the matter has on individuals and communities **[focus on customer/citizen]**

**3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality **[focus on value]**

**3.3** A look at any risks **[focus on risk]**

**3.4** Scrutiny taking a performance monitoring or quality assurance role **[focus on performance & quality]**

**3.5** Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

**[focus on wellbeing]**

**3.6** The potential impact of this decision on:

- the groups protected under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives
- opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language.

**[focus on equality and the Welsh language]**

### **4 - Key Scrutiny Questions**

1 - Are there any specific risks that are a cause for concern in terms of compliance?

2 - What are the main risks in the future in terms of mainstreaming the Welsh language within the Council?

3 - Is there any additional data that would add value to the annual report?

**5 – Background / Context**

It is a statutory requirement that the Council produces an annual report, in relation to each financial year, which deals with the way in which the Council has complied with the Welsh Language Standards with which it was under a duty to comply (in accordance with Standards 158, 164 and 170). The report includes information about the following areas:

- Steps taken to comply with the Language Standards
- Active steps to promote and facilitate the Language Standards
- Self-regulation
- Monitoring Arrangements
- Development work to formulate policy
- Development work to promote the Welsh language
- Performance reporting – complaints and compliments, staff language skills, training
- Conclusions and recommendations

**6 – Equality Impact Assessments**

6.1 – The potential impact on the groups protected under the Equality Act 2010

See 6.3 below.

6.2 – The potential impact on those experiencing socio-economic disadvantage in their lives

See 6.3 below.

6.3 – The potential impact on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.

The purpose of the annual report is to demonstrate how the Council has complied with the Welsh Language Standards during 2020-21. Sections 2.3 and 6.0 of the report gives an overview of the active steps taken to ensure compliance with the Standards relating to considering the effect on the Welsh language and on Welsh speakers.

**7 – Financial Implications**

Not relevant.

**8 – Appendices:**

Appendix 1 – (Draft) Annual Report on the Welsh Language Standards 2020-21

**9 - Background papers (please contact the author of the Report for any further information):**

# **Isle of Anglesey County Council**

## **(Draft) Welsh Language Standards Annual Report 2020-21**

### **Introduction**

Since receiving the Compliance Notice in 2015, the Isle of Anglesey County Council continues to be fully committed to meeting the Welsh Language Standards. As well as making it easier for people to use the Welsh language as part of their day-to-day lives, this is viewed as a local contribution towards the national efforts to increase the number of Welsh speakers to one million by 2050. The existence of the Welsh Language Standards has provided the County Council with a constructive opportunity to reinforce the requirements and improve the quality and availability of Welsh medium services.

This report will include information about the following areas:

- Steps taken to comply with the Language Standards
- Active steps to promote and facilitate the Language Standards
- Self-regulation
- Monitoring Arrangements
- Development work to formulate policy
- Development work to promote the Welsh language
- Performance reporting – complaints and compliments, staff language skills, training
- Conclusions and recommendations

## Summary of the main achievements during 2020/21

Progress was made in a number of areas during the last year. This includes:

- Incorporating the requirements of the Welsh Language Commissioner's Good Practice Advice Document (2020) in relation to the Welsh language in the corporate template and guidance for Impact Assessment. (Part 2.3), (Part 6.0).
- Receiving a positive judgement following monitoring work by the Welsh Language Commissioner's office (Part 4.0).
- A significant number of Council staff (979) accepted the summary of Welsh language requirements on the Policy Portal as part of the self-regulation requirements (Part 4.0).
- Identifying, through a questionnaire for Language Standards co-ordinators, the challenges and good practices within the Council during the Covid-19 period (Part 4.0).
- The County Language Forum continued to meet virtually on a regular basis (Part 7.1.1.).
- A number of achievements during the Covid-19 period in terms of promoting and increasing the use of the Welsh language within the Council's administration and services (Part 7.1.3).
- Fully bilingual technical support software, 'Freshservice' purchased for logging service requests (Part 7.1.4).
- New fleet of gritters all given Welsh names (Part 7.1.5).
- In terms of More than Just Words, awareness was raised amongst staff of the requirements and the method of recording the 'Active Offer' of language choice was monitored (Part 7.1.6).
- During 2020-21, through the Arfor programme, 41 language grants and 16 business grants were awarded on Anglesey (Part 7.1.7).
- A written compliment was received from the Area Judge in relation to the high number of social workers possessing Welsh language skills (12-11-20) (Part 8.1).

## **1.0 Background and legislative context**

The Isle of Anglesey County Council is required to comply with the Welsh Language Standards, introduced under the Welsh Language Measure (Wales) 2011. The Welsh Language Measure gives the Welsh Language official status in Wales and the basic principles of the Welsh Language Standards are that the Welsh language should not be treated less favourably than the English language and that the use of Welsh should be promoted and facilitated, making it easier for people to use Welsh in their everyday lives.

The standards replace the Welsh Language Plan and offer a new framework to determine how we will:

1. provide Welsh Services,
2. form policies in a way that promote the Welsh Language,
3. operate through the medium of Welsh,
4. promote Welsh,
5. keep records in relation to the Welsh Language.

This Council received a Compliance Notice on the Final Standards on 30 September, 2015. This means that the 154 standards which came into force on 30 March, 2016 and the further six on 30 September, 2016 now apply to the County Council. A full list can be seen on the Council's website.

This meant that the Welsh Language Plan expired on 30 March, 2016 when the Standards came into force. The Council had already been complying with a significant number of the Standards placed upon it through the implementation of its Language Scheme and in reality, this scheme went further than the Language Standards in many areas. It was considered that the Council's current position with regard to the language should not be weakened by restricting compliance to the Standards alone and as a result, a new Language Policy was developed. This Language Policy combines the Language Scheme and the Standards with which the council is under an obligation to comply. This Language Policy was adopted by the County Council on 12 May, 2016.

## **2.0 The Welsh Language Standards**

### **2.1 The Compliance Notice**

Following receipt of the Compliance Notice, a RAG status scoring exercise was undertaken against each Standard in order to identify the action required to ensure compliance.

### **2.2 Compliance with the Service Delivery Language Standards**

The County Council has a duty to comply with 77 Service Delivery Standards and below is an overview of the active steps taken to ensure compliance.

<b>Standard(s)</b>	<b>Content of Standard(s)</b>	<b>Active Steps</b>
<b>7+64+67+68</b>	Standards relating to the 'Active Offer' of language choice	<p>An 'active offer' sign placed in each reception area.</p> <p>Iaith Gwaith badges available to all staff.</p> <p>A generic message and instructions to be placed on correspondence, documentation and official notices available to staff.</p>
<b>1-7 8-22 37+38 40-49 50-51 69-70</b>	Standards relating to the provision of face to face, over the phone and written services as well as publicity and advertising by the Council	<p>See 3.1 for the list of instructions and guidelines for staff.</p> <p>Training sessions were provided to staff on the compliance requirements. A rolling programme of these sessions will be held to deal with any changes within the workforce.</p>
<b>23-28 30-36</b>	Standards relating to conducting public meetings and public events	<p>See 3.1 for the list of instructions and guidelines for staff.</p> <p>Training sessions were provided to staff on the compliance requirements. A rolling programme of these sessions will be held to deal with any changes within the workforce.</p>
<b>52-57 58-59</b>	Standards relating to websites and on-line services as well as the Council's use of social media	<p>ICT Purchasing Policy and the Specifications for services provided by the Council / external providers include Welsh Language Standard requirements.</p> <p>The content of App Môn and Map Môn is bilingual.</p> <p>Bilingual content on social media (with the Welsh appearing first). Responses are provided in the user's chosen language. Content is</p>

Standard(s)	Content of Standard(s)	Active Steps
		managed by one service unit to ensure consistency and compliance.
<b>71-75</b>	Standards relating to awarding grants	Welsh Language Standards Document on Allocation of Grants – Corporate Guidelines on the Intranet.
<b>76-80</b>	Standards relating to awarding contracts	Procurement Policy and ‘Sell 2 Wales’ training includes the Welsh Language Standards requirements.
<b>155-160</b>	Supplementary Standards relating to Service Delivery Standards	<p>There is a document on our <a href="#">website</a> that states which Standards the Council has a duty to comply with.</p> <p>There is a corporate process in place for dealing with Welsh language complaints and information regarding the process can be seen on the Council’s <a href="#">website</a>.</p> <p>Annual <a href="#">reports</a> in relation to the Welsh Language Standards requirements are published.</p>

### 2.3 Compliance with the Policy Making Standards

The County Council has a duty to comply with 16 Policy Making Standards and below is an overview of the active steps taken to ensure compliance.

Standard(s)	Content of Standard(s)	Active Steps
<b>88-90+94</b>	Standards relating to considering the effect on the Welsh Language and on Welsh Speakers.	A standard template for Assessing the Impact on the Welsh Language is available on the Council’s intranet. Welsh language requirements in terms of impact assessment have been incorporated in the template and corporate guidelines. The Welsh Language Commissioner’s Good Practice Advice Document (September 2020) is also available on the same page.



Standard(s)	Content of Standard(s)	Active Steps
		<p>The Executive's Template has been updated to address the need and direct link between impact assessments and the Council's decision-making process.</p> <p>The Council has strengthened its processes by producing Guidance to services on complying with the Language Standards when conducting public consultations. The guidance is available on the Council's intranet and the requirement to include the following question in consultation documents has been noted:</p> <p><i>"We have carried out an impact assessment on the positive and adverse effects on equality and the Welsh language. In your opinion, have we missed anything?"</i></p> <p>Corporate guidance and support on impact assessments is available to services.</p>

## 2.4 Compliance with the Operational Standards

The County Council has a duty to comply with 53 Operational Standards and below is an overview of the active steps taken to ensure compliance.

Standard(s)	Content of Standard(s)	Active Steps
98	Standard relating to developing a policy on the use of Welsh internally	Internal Administration Guidelines have been available on the intranet as guidance for staff since 1-4-19.
99-105	Standards relating to the provision of employment documents in Welsh	The language choice of the majority of staff has been established for receiving their contract of employment and any forms, documents or

Standard(s)	Content of Standard(s)	Active Steps
		correspondence relating to their employment. If the language choice is not known, the documents are sent bilingually.
105-111	Standards relating to HR policies	All HR policies are provided bilingually for staff on the Intranet.
112-119	Standards relating to the Complaints and Disciplinary process	The Council's Complaints procedure and Disciplinary process is available to staff in Welsh.
120-126	Standards relating to the Intranet and ICT resources	The Council Intranet is bilingual.  Cysgliad, the Welsh spellcheck software is available for all Council staff to download.
127-133	Standards relating to Developing Welsh language skills through workforce planning and training	Staff skills are noted during the recruitment process and annual appraisal. Staff are able to note their language choice for training on the short course request form. Training, encouragement and time during the working day are provided to develop the language skills of learners and fluent Welsh speakers.
134+135	Standards relating to the wording and logo for staff e-mail signature	A guidance bulletin for staff and logos for Welsh speakers and learners are available to download.
136-140	Standards relating to recruiting and appointing	New recruitment guidelines outline the language requirements for posts and that the level for each 4 skills are included in the job description. Recruitment and job descriptions all available bilingually.
167-172	Supplementary Standards relating to the Service Delivery Standards	There is a document on our <a href="#">website</a> specifying which Standards the Council has a duty to comply with.

Standard(s)	Content of Standard(s)	Active Steps
		There is a corporate process for dealing with Welsh language complaints and information relating to the process is available on the Council's <a href="#">website</a> . Annual <a href="#">reports</a> are published in line with the Welsh Language Standards requirements.

## 2.5 Compliance with the Promotion Standards

The County Council has a duty to comply with 4 Promotion Standards and below is an overview of the active steps taken to ensure compliance.

Standard(s)	Content of Standard(s)	Active Steps
<b>145+146</b>	Standards relating to the promotion of the Welsh language and facilitating the use of Welsh more widely	2016-2021 Welsh Language Strategy with a target of increasing the percentage of Welsh speakers to 60.1% by 2021 Supporting the National Welsh Language Rights Day – ‘I Have a Right’ on 7 December 2020 through social media.
<b>173+174</b>	Supplementary Standards in relation to the Promotion Standards	There is a document on our <a href="#">website</a> specifying which Standards the Council has a duty to comply with.

## 3.0 Active Steps in order to promote and facilitate the Welsh Language Standards

### 3.1 Materials for staff

A series of guidelines and instructions are provided for staff on the Council's intranet to assist them to ensure compliance with the Welsh Language Standards, which are:

- The Welsh Language Policy
- A series of themed information bulletins on:
  - Face to face services
  - Services provided over the phone
  - Services provided by letter or e-mail

- Preparing documents, the website, on-line services, social media and the provision of educational courses
- Consider the Welsh language when conducting consultations, conducting research work and developing proposals.
- Corporate Guidelines on Awarding Grants
- Customer Service Charter – staff guidelines (which include the requirements of the Welsh Language Standards)
- Guidelines on conducting Bilingual Meetings
- Guidelines on Internal Administration
- Standard message for e-mail, letters, publications and official notifications
- Iaith Gwaith logos for Welsh speakers and Welsh learners to download.
- Instructions on how to download the software for the Welsh version of Microsoft Windows.
- A template for Assessing the Impact on the Welsh language
- Guidance for services on complying with the Language Standards when conducting public consultations.

### **3.2. Structures / activities to support this**

- Regular meetings are held with the Welsh Language Standards co-ordinators from each service. This network is extremely useful in order to share good practice, recognise any concerns, challenge and support at service level;
- Attendance at Heads of Service meetings and individual service management teams as required to provide updates and guidance on the requirements of the Welsh Language Standards.

It is recognised that the process of raising awareness is ongoing and that the aim is for the requirements to be naturally mainstreamed into the work of the Council.

## **4.0 Self-regulation**

The Welsh Language Commissioner's Regulation Framework places an expectation on the Council to self-regulate its performance against the requirements of the Welsh Language Standards. This is because it is the establishment and not the Welsh Language Commissioner who is statutorily required to comply with the relevant standards.

The Welsh Language Commissioner's office conducted a secret shopper exercise on the Council during 2019-20 and the results of the exercise were received in correspondence dated 7 August 2020. The following aspects were tested to ensure compliance with the Welsh Language Standards:

- Correspondence
- Telephone Calls
- Forms
- Press Releases
- Booklets/pamphlets/sheets/cards
- Corporate identity
- Website

- Facebook and Twitter
- Jobs
- Self-service machines
- Signs

The Welsh Language Commissioner gave the following judgement on the Council's performance:

***'Your organisation's outcomes during the surveys were very praiseworthy and there are no issues arising from the outcomes that need to be addressed'.***

Despite the positive judgement above, as part of the self-regulation process a questionnaire was distributed to Language Standards Co-ordinators within Council services to build a picture of the situation with regard to the Welsh language during the Covid-19 period. They were asked to outline the situation in terms of complying with the Welsh Language Standards (with particular reference to Impact Assessment and holding welfare meetings), the challenges and good practice. The findings were reported to the Senior Leadership Team and Heads of Service on 5 October 2020.

Based on the responses received to the questionnaire, it appears that there are no challenges with regard to complying with the Language Standards and providing a service to our customers in their preferred language. Of course, the service provision methods have had to change with contact mainly taking place digitally, by letter or over the phone.

Please see below a summary of the main points noted by services:

### **Challenges**

- Translation is sometimes a challenge in formal Social Services meetings with non-Welsh speaking colleagues from other agencies. Despite this, managers report that they are confident that the service can provide a service in Welsh and that service users receive services, including welfare meetings that are held virtually, in their preferred language.
- Some projects within the targets that were due to be held jointly with the Urdd and Young Farmers did not take place. In addition, the 'Welsh as a Skill' workshops were not held in clubs or Trac groups because the clubs were closed and group work was not taking place with Trac.
- No National Exercise Referral Scheme (NERS) sessions were held during the Covid-19 period, as it was likely that a number of participants in these sessions would have been in the Covid-19 high-risk category. Support is available for these customers by e-mail, and in the customer's preferred language.

### **Good Practice**

- Welsh language training and Staff Induction sessions are held virtually by the Human Resources Service. Induction Sessions also take place virtually in the Social Services. One service noted that some learners might be more comfortable in a room/office full of people.

- During the Covid-19 period, the Adults Services has started to include statistics for recording the 'Active Offer' and the service users preferred language in data reports that are shared regularly with team managers, in order to monitor and improve recording.
- The Adults Services has started to include statistics for recording the 'Active Offer' and service users preferred language in data reports that are shared regularly with team managers, in order to monitor and improve recording.
- The Human Resources Services ensures that letters are checked before being sent – one aspect is to check the preferred language.
- Senior officers/press office to check anything sent out to the public from the Public Protection department.
- Developing a Bank of bilingual resources for Agored Cymru Sessions during the Covid-19 period so that the most vulnerable pupils continued to see the language whilst taking part, even if they can't speak Welsh, or choose not to use it.
- Discussions are underway to start an Outreach Service on the streets for young people whilst clubs are closed, so that young people have an opportunity to speak to a worker. Steps will have to be taken to ensure that at least one members of each team can speak Welsh fluently, as is the case in the regular youth clubs.

Since the standards came into force the Council, as part of the self-regulation process, has created a scoring template for Heads of Service to review their compliance with the Standards. The Chief Executive and Welsh Language Officer have been holding one-to-one meetings with each Head of Service on an annual basis. The outcomes are discussed and any areas presenting specific challenges are identified. During this process, there is an opportunity to identify any further support required by individual services. There is a continuous purposeful effort in place to increase the compliance scores against every aspect of the Standards. The process has begun this year by distributing the template to services and asking them to complete it.

Previous reports have referred to the fact that the Council has an electronic system for accepting policies, which places an expectation on staff that have Council e-mail accounts to accept key corporate policies (the Policy Portal). A summary of the requirements in terms of the Welsh language is part of a core set of corporate policies that must be accepted every two years. The summary was presented for staff to accept for the first time in April 2018.

Last year's report noted that a decision was made to halt the process on 23 March 2020 because of the need to reprioritise the Council's work to respond to the Covid-19 emergency. The process resumed on 1 September 2020, when the summary of the Welsh language requirements was presented for the second time. On 23 March 2021, 979 members of staff had accepted the summary, out of 997 that were eligible to be included in the compliance data at the time. (Information contained in the system is live and the number of eligible staff to be included changes daily to reflect the number of staff joining, leaving, on secondment etc.).

The Language Standards and embedding the self-regulatory system has also been set as one of the annual performance targets for Heads of Services and these will be monitored by the Council's Senior Leadership Team.

## 5.0 Monitoring Arrangements

The following monitoring arrangements are in place:

- Welsh Language Officer meets with the Chief Executive to provide regular updates
- Welsh Language Officer regularly reports to the Heads of Service (Penaethiaid) meeting as well as the Welsh Language Promotion Group on any matters that require further attention (the Welsh Language Promotion Group includes the Portfolio Holder with responsibility for the Welsh language and the Chairs of the Council's Scrutiny Committees);
- The Welsh Language Officer visits service management teams to provide guidance as needed;
- Welsh Language Co-ordinators assist Heads of Service to monitor compliance within the services.

## 6.0 Development work to Formulate Policy

When launching his Assurance Report for 2019-20, 'Closing the Gap', the Welsh Language Commissioner noted that by now he expected compliance to be high at an operational level (i.e. the areas noted above). The expectation now is that organisations focus on strategic areas such as Assessing the Impact on the Welsh language. The Welsh Language Commissioner published a good practice advice document in September 2020 and the requirements have been incorporated in our processes for developing proposals/formulating policy. Corporate templates and guidelines for assessing the impact on equality and the Welsh language have been updated and are available on the Council's intranet. The Welsh Language Commissioner's advice document is also available on the same intranet page and the new Socio-Economic Duty has also been incorporated in the documentation.

## 7.0 Development Work to Promote the Welsh Language

### 7.1.1 County Strategic Language Forum

Anglesey's Strategic Language Forum exists on a County level in order to give strategic focus to the Welsh Language on the Island. The Forum was established in 2014 by the County Council in collaboration with the Menter Iaith and other key partners. In 2016, in order to meet the requirements of the Welsh Language Standards, the role of the Forum evolved to one of developing and monitoring the Welsh Language Strategy 2016-2021. Since the Education Forum came to an end, the responsibility for ensuring strategic overview of the area and monitoring progress was transferred to this forum in September, 2017. The Strategic Language Forum has continued to meet virtually regularly during the Covid-19 period. The Forum's terms of reference was reviewed in September 2020 and its role and responsibilities are as follows:

- Contribute towards the Welsh Government's target in its strategy, '*Cymraeg 2050: a million Welsh speakers*' through the local vision to see an increase in the number of people speaking and using the Welsh language (that the percentage increases to at least 60.1% by the 2021 Census, the same as it was in 2001).

- Increase the opportunities for people to use the Welsh language.
- Increase people's awareness of the value of the Welsh language as part of our heritage and as a skill in contemporary Wales.
- Work on a partnership level through joint discussions, sharing ideas and ensuring that there is no duplication of work amongst organisations working in this field.
- Collaborating on a partnership level to identify gaps in the provision and creating activities to meet the need.
- Identify opportunities to share good practice.
- Work together to address the challenges and opportunities arising from economic development in relation to the Welsh language.
- Create opportunities to promote the Welsh language in the local economy in general and on public services – in local government, health, education, leisure etc.
- Encourage owners of new industries establishing here to acknowledge and use the Welsh language.
- Emphasise the economic and cultural value of the language in the tourist economy.
- Emphasise the importance of the language to authorities responsible for recovery plans.
- Identify opportunities to promote the Forum's work to the public in a variety of ways.

The County Language Forum has scrutiny arrangements in place for evaluating the progress of the Strategy against the targets. The Chair of the Forum is independent, which is an effective way of presenting a non-biased challenge to all forum members. The Forum meets monthly to monitor the progress of the Strategy and leaders of specific areas reporting on their activities with the remainder of the Forum scrutinising. Another strength of the Forum is that it invites external speakers to talk to the panel on different subjects and this is an opportunity to further influence and raise awareness.

### **7.1.2 Welsh Language Strategy 2016-2021**

The Welsh Language Strategy 2016-2021 was adopted by the County Council on 27 September, 2016. This strategy outlines how it is proposed to promote Welsh and to facilitate more extensive use of the language in the area and to set a target to increase or preserve the number of Welsh speakers by the end of the 5 year period. The vision has been set that by the 2021 Census, an increase will be seen in the



number of Welsh speakers, with the percentage increasing to at least 60.1% as it was in 2001. The Language Forum and the County Council will need to consider the next steps during 2021/22.

For this first strategy, the Strategic Language Forum agreed to concentrate on three key themes, namely:

- **Children and Young People and the Family**
- **The Workforce, Welsh Language Services, the Infrastructure**
- **The Community**

A yellow status was given to the progress of the work at the end of the fourth year, recognising that it was not possible for a number of key partners to complete or undertake face-to-face activities due to the Covid-19 period. This conclusion was reached based on evidence received as a result of sending a questionnaire to each partner asking for an overview of achievements, and the opportunities and challenges faced. Concern was expressed about the effect of the Covid-19 period on the number of people attending community provision such as youth clubs, the Urdd and the Youth Service and how this will influence membership in future.

Below is a summary of the achievements against the Year 5 Action Plan of the Welsh Language Strategy 2016-2021 during the period covered by this report:

- Reports including an update on recent developments with regard to the Anglesey WESP shared with Welsh Government in December 2020 and March 2021;
- “Caru Iaith” intranet created for collaborating on the WESP and Welsh language plans;
- Report and update on the Anglesey WESP shared with Welsh Government in December 2020;
- School staff continue to take advantage of Welsh language sabbatical courses;
- Language Centres developed a Distance Learning provision during the lockdown and welcomed learners back in November 2020 and March 2021, in accordance with Welsh Government’s COVID guidelines;
- Fast-track Scheme for Welsh being co-produced with GwE, the Language Charter and the Anglesey Senior Primary Schools Officer. Collective training held on 28 April and a website to support the scheme is available to every school in Anglesey;
- The Forum and Council have been part of the process of formulating the Anglesey language profile for Welsh Government (January 2021);
- The Forum and Learning Service have been part of the process of formulating a response to the consultation on re-categorising schools based on language (March 2021);
- The Language Initiative has held activities for families, 3 contributions from the partners to the County Council’s Fun Morning, 1 language awareness presentation from Menter Iaith Môn to foster parents through an arrangement with the Council, 3 sessions demonstrating the use of Welsh medium apps in nurseries, 1 training session for 11 early years staff on using Welsh apps with children;

- Up to the Covid restrictions, the Language Initiative held 7 Welsh language immersion events for parents and children, with an average of 16 attending each session;
- The Language Initiative gave a language awareness presentation to 14 members of staff from Medrwn Môn;
- The Language Initiative extended the Welsh medium St David's Day celebrations across the island;
- The Language Initiative's 'Helo Blod' Officer has developed new intensive contacts with 25 businesses and has supported them to introduce the Welsh language for the first time. In addition the service has been promoted and shared with over 70 new businesses;
- 48 Anglesey Youth Theatre sessions have been held since January 2020;
- Language Charter – the first meeting of the Language Forum for pupils in the Holyhead catchment area was held under the auspices of the Language Charter, with each school sending two representatives and a discussion was held on how to encourage more use of Welsh in the community and businesses. (21 pupils);
- A member of staff in the Youth Service won a Welsh Learner of the Year Award in the Authority's Excellence Awards;
- Over 1,000 young people visited the social media pages of the Virtual Gig by Fleur de Lys and Gwilym arranged by the Urdd, YFC and the Youth Service to celebrate St David's Day, funded with a Welsh Government Youth Support Grant;
- Sessions on the importance of the Welsh language to local employers held in 25 of the County's youth clubs;
- The Council held the first meeting with Town and Community Council language champions on 22-1-20;
- The Council held meetings of the County Council, the Executive and Planning Committee providing a simultaneous translation service via Zoom during the Covid-19 period;
- The Council has continued to hold virtual Welsh language and Welsh Language Standards training sessions as part of the Induction process, including the 'Active Offer';
- 49 social housing properties were completed during the 2020/21 financial year;
- The Council has bought back 20 affordable houses as part of its housing stock;
- 141 applicants from Anglesey registered on the Tai Teg website during 2020/21;
- Construction work on 21 new houses completed and work started on the construction of a further 34;
- The Council purchased 3 houses and is renovating them to sell as affordable housing under a shared equity scheme, 2 houses have been sold and one is currently in the process of being sold (March 2021);
- The Forum continued to meet virtually throughout the Covid-19 period.

### **7.1.3 Administration and promoting the Welsh language**

In order to achieve one of the priority areas of the 2016-2021 Welsh Language Strategy, the County Council has adopted an intentional gradual approach for increasing the use of Welsh internally within the Council's administration. In order to work towards this aim, work is in progress to work intensively with services in turn to ensure that the necessary support is in place to increase the use of both spoken and written Welsh. There is a 6 year rolling programmes in place for this work.

Due to Covid-19, the majority of the County Council's staff are currently working from home and this has reduced informal opportunities for staff to practice their Welsh face to face with colleagues. Despite this, as staff have daily contact over the phone and through Teams and have meetings with service users and partners, they have an opportunity to practice their Welsh whilst dealing with day-to-day business and to make the maximum use of the Welsh language. Staff continue to be supported in the 3 services receiving intensive support (Housing, Public Protection and Leisure) and below is a summary of the achievements during the reporting period:

- The Public Protection Function held Coffee and Chat sessions on Microsoft Teams when it was possible to do so;
- The language skills of staff continue to be developed via virtual training;
- Staff meetings enable staff to contribute in Welsh;
- Staff can choose which language to use as part of the Annual Appraisal process.
- A buddy system is used in the Leisure Function; however, as the Leisure Centres have been closed for much of the year, opportunities to forge ahead with the plan have been scarce. It is hoped that the Centres will reopen in May 2021;
- The Housing Service is committed to offering a mentoring service and to improve the use of the Welsh language in the workplace for staff who are learning Welsh or want to improve their Welsh;
- Recording the number of annual appraisal reports written in Welsh and the number of appraisal interviews held through the medium of Welsh in the Housing Service.

The Early Intervention and Prevention Team within the Council's Children's Services are taking part, as one partner, in Bangor University's pilot of the ARFer programme. The purpose of this programme is to use a combination of behavioural change psychology and language planning to increase the use of Welsh in the bilingual workplace in order to contribute towards the aim of Cymraeg 2050: A Million Welsh Speakers. During the Covid-19 period, it has not been possible for the University's staff to observe the language practices of staff for the project and the focus of the ARFer programme has changed to developing a 'toolkit'. Arrangements are underway for the Youth Service to participate in a pilot to trial the toolkit.

See above under 4.0 for further examples of good practice within the services to promote the Welsh language.

#### **7.1.4 Information Technology**

The County Council has had to adapt over the last few months to hold its main committees and internal meetings through Teams and Zoom. Difficulties were experienced in maintaining the flow of the simultaneous translation when using Teams and there was no choice but to transfer the main committees to Zoom, which has a separate channel for translation. All Committees now are held virtually and are webcasted.

The County Council has also purchased information technology support software called Freshservice so that service users can look up common issues and log service requests. Incorporating expectations in relation to the Welsh language was

an integral part of procuring the software and it respects the users' language choice across the website, the app and the 'chatbox'.

### **7.1.5 Public Face**

Recently, the County Council invested £280,000 to upgrade its gritters, which are essential to ensure the resilience of the Island's roads during the winter. The six gritters have helped to keep priority routes free of ice and snow and to keep drivers as safe as possible.

The vehicles have also been given their own unique names, which promote our local culture and the Welsh language and they reflect the areas in which they will operate.

- Dwynwen works in the southern area of Anglesey
- Cybi works in the western area of Anglesey
- Eilian works in the north-west area of Anglesey
- Alaw works in the north-east area of Anglesey
- Seiriol works in the eastern area of Anglesey

If one of the vehicles breaks down a sixth lorry, named Mona, can be sent out to ensure that the gritting service continues to run smoothly.

### **7.1.6 More than Just Words**

Below is a summary of the activities to promote and raise awareness of the requirements of More than Just Words during the relevant reporting period:

- During 2020, presentations relating to implementing the Welsh Language Standards and communication and customer care (including the requirement to make an active offer of services through the medium of Welsh to all customers) has been provided in staff conferences.
- Raising awareness of the More than Just Words programme and the Welsh Language Standards continues to be an essential element of all staff induction courses.
- Every member of staff on the e-mail system has received a written reminder of the need to answer the phone bilingually.
- Methods of monitoring how the Active Offer of the service users preferred language is recorded, by obtaining statistics from the electronic recording system, is being developed in order be able to monitor performance in relation to recording this.
- Services continue to monitor and ensure that there are enough Welsh-speaking staff across every area of the Service to ensure that Welsh medium services can be provided in each part of the Service.
- Services continue to encourage staff who are learning Welsh to take part in the relevant training so that they are able to develop their language skills.
- Continue to share good practice in the North Wales More than Just Words Forum.

### 7.1.7 Rhaglen Arfor

The programme was operational on Anglesey between December 2019 and April 2021 with the aim of promoting business growth in Welsh speaking areas and using Welsh in business. As an innovative scheme, the plans of all four counties were a little different. Anglesey is the only council that provided a specific Arfor grant to promote the use of the Welsh language in businesses and to receive the main business grant applicants had to undergo a review of the use of the Welsh language – Menter Iaith Môn led on implementing these elements. The Anglesey Language Forum received regular progress reports. During 2020/21, 41 language grants and 16 Arfor business grants were awarded on Anglesey, and a ‘Llwyddo’n Lleol’ scheme to promote entrepreneurship and high quality local job opportunities for young people was jointly undertaken with Gwynedd Council.

## 8.0 Performance Reporting

The County Council has a duty to comply with 10 Record Keeping Standards and these are reported on below.

### 8.1 Language Concerns and Complaints

Below is a summary of the Language concerns and complaints received:

Date	Service and Standards Category	Complaint	Response
21.3.21	Service Delivery Standards	Confirmation of registering on the Councils service app was erroneous.	Apologised to the complainant and requested that the relevant technical company corrected the error.
Date	Service and Standards Category	Compliment	
21.9.20	Service Delivery Standards	Comment praising Anglesey’s services received by Adults Services, ie – [service user] received special care in Welsh through your Social Services. Well done Anglesey Council!	
12.11.20	Service Delivery Standards	Written compliment from the Area Judge about the high number of social workers possessing Welsh language skills.	

The Welsh Language Commissioner did not undertake any investigations concerning non-compliance with the Welsh Language Standards during the reporting period.

### 8.2 Staff Language Skills – Standards (170(2) (a))

The following statistics report on the number of employees with Welsh language skills and includes a breakdown of language skills per service.

<b>Definitions</b>	
0	No skills
1	Able to conduct a general conversation (greetings, names, sayings, place names)
2	Able to answer simple enquiries relating to work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some English words
5	Fluent – able to conduct a conversation and answer questions for an extended period of time where necessary

## Welsh Language Skills in each Service 2020-21

### Senior Leadership Team (Chief Executive, Assistant Chief Executives, Heads of Service, Personal Assistants)

Number of staff in the service: 6  
 Number of returns: 6  
 Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
<b>Number</b>	0	0	0	0	0	6
<b>Percentage</b>	0%	0%	0%	0%	0%	100%

### Transformation

Number of staff in the service: 74  
 Number of returns: 74  
 Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
<b>Number</b>	0	7	3	3	11	50
<b>Percentage</b>	0%	9%	4%	4%	15%	68%

### Adults

Number of staff in the service: 449  
 Number of returns: 449  
 Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
<b>Number</b>	21	44	28	25	60	271
<b>Percentage</b>	5%	10%	6%	6%	13%	60%

### Children

Number of staff in the service:	234
Number of returns:	234
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	5	11	14	12	47	145
Percentage	2%	5%	6%	5%	20%	62%

### Housing

Number of staff in the service:	149
Number of returns:	149
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	3	5	7	6	19	109
Percentage	2%	3%	5%	4%	13%	73%

### Regulation and Economic Development

Number of staff in the service:	258
Number of returns:	258
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	7	25	13	23	39	151
Percentage	3%	10%	4%	9%	15%	59%

### Highways, Waste and Property

Number of staff in the service:	309
Number of returns:	307
Percentage returns:	99%

Level	L0	L1	L2	L3	L4	L5
Number	15	29	16	6	28	213
Percentage	5%	9%	5%	3%	9%	69%

### Learning

Number of staff in the service:	86
Number of returns:	86
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	0	2	2	3	11	68
Percentage	0%	2%	2%	4%	13%	79%

### Council Business

Number of staff in the service:	33
Number of returns:	33
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	0	1	0	1	2	29
Percentage	0%	3%	0%	3%	6%	88%

### Resources

Number of staff in the service:	98
Number of returns:	98
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	1	5	4	7	7	74
Percentage	1%	5%	4%	7%	7%	76%

Language skills levels have remained consistent across the Council compared to last year. Some members of staff are improving their language skills and this has led to a number of small improvements in a number of services across the levels. This shows that the consideration given to Welsh within Workforce Planning, recruitment and training processes is working.

The number of returns remains high this year, with over 500 staff submitting electronically via Learning Pool. The data is kept up-to-date by sharing information about the language skills of their employees with services on an annual basis. The language skills assessment is also included in the annual appraisal pack in order to report on progress and it is also a mandatory section on our on-line recruitment system. The accuracy of our data allows us to plan our workforce and target Welsh language training.

### Language skills in each Centre

#### Office

Number of staff in Centre:	485
Number of returns:	485
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	7	21	16	17	75	349
Percentage	1%	4%	3%	4%	16%	72%



## Community

Number of staff in  
Centre: 808  
Number of returns: 806  
  
Percentage returns: 99%

Level	L0	L1	L2	L3	L4	L5
Number	37	67	44	34	93	531
Percentage	5%	8%	5%	4%	12%	66%

## Residential

Number of staff in  
Centre: 172  
Number of returns: 172  
Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	8	15	16	12	21	100
Percentage	5%	9%	9%	7%	12%	58%

## Leisure Centres

Number of staff in  
Centre: 151  
Number of returns: 151  
Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	6	16	9	19	22	79
Percentage	4%	11%	5%	13%	15%	52%

## Museums, Archives and Culture

Number of staff in  
Centre: 25  
Number of returns: 25  
Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	0	0	2	6	17
Percentage	0%	0%	0%	8%	24%	68%

## Libraries

Number of staff in  
Centre: 40  
Number of returns: 40

Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	2	2	1	5	30
Percentage	0%	5%	4%	3%	13%	75%

## Waste

Number of staff in  
Centre: 22  
Number of returns: 22  
Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	1	1	0	4	16
Percentage	0%	4%	5%	0%	18%	73%

The data by centre shows consistency in terms of levels compared to last year.

## Language skills according to Grade

### Grade 1-5

Number of staff on the  
scale: 1255  
Number of returns: 1253  
Percentage returns: 99%

Level	L0	L1	L2	L3	L4	L5
Number	47	96	69	69	157	815
Percentage	2%	8%	6%	6%	13%	65%

### Grade 6-10

Number of staff on the  
scale: 451  
Number of returns: 451

Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	9	33	21	19	76	293
Percentage	2%	7%	5%	4%	17%	65%

## Chief Officers

Number of staff on the scale: 15  
Number of returns: 15  
Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	0	0	1	1	13
Percentage	0%	0%	0%	6%	7%	87%

Once again this year the returns percentage is very high. There was a reduction in the number of staff in grade 1-5 roles recording level 0 and 1 language skills and an increase in staff recording level 2-5 language skills. The Welsh Language levels of Chief Officers remain constant with the majority recording L5 Welsh Language skills and two others recording L3 & L4.

## Training

Information is provided below on the numbers attending the various levels of language training qualifications offered for the reporting period:

Qualification	Number
Entry Level	5
Foundation Level	6
Intermediate Level	0
Higher Level	7
Improving Welsh language skills	1
<b>TOTAL</b>	<b>19</b>

The number of staff taking advantage of Welsh training courses has fallen significantly this year. However, there are some contributory factors behind this reduction. During the Covid-19 pandemic, the face-to-face classroom Welsh language sessions came to an end. As a result, the external and internal weekly Welsh classes, the Intensive Course, have been held on-line through Skype, Zoom or MS Teams. As can be seen from the figures above, we did see some interest in the external weekly Welsh classes. However, there was less interest in the internal weekly Welsh courses and as a result they have been cancelled for the rest of 2020. However, a number of staff attending the internal Intensive Course who wanted to continue throughout the Covid-19 pandemic have done so through the weekly external Welsh classes.

As well as virtual Welsh sessions, staff could also take advantage of other resources and opportunities to develop their Welsh language skills during the year. The E-learning module "A Welsh Welcome for Learners" continues to be marketed and there is also an interest in the "Improving Work Welsh" E-learning module. The Nant Gwrtheyrn courses have also been marketed and two members of staff took up the opportunity to attend these courses. Six members of staff also attended a virtual two-

day 'Improving Welsh Language Skills' course, to help develop writing and reading skills.

An element of language awareness training is provided under the Staff Induction Scheme. During the reporting period, the session was delivered to 31 new members of staff.

### **Language medium of training courses (170(2) (b) and 170(2) (c))**

During the Covid-19 period, the majority of staff training sessions have been held virtually, through MS Teams or Zoom. During this period, we have continued to offer staff a language choice when providing on-line training. When staff apply for a course they can indicate on the application form whether they wish to attend the course through the medium of Welsh or English and training courses are arranged accordingly. The Authority's compulsory courses, which are arranged regularly, also offer staff a language choice, and the staff member can select in which language they wish to join the session.

Our aim is to denote and record each internal training session, as Welsh, English or Bilingual. Unfortunately, the recording options within the Human Resources system are not ideal for gathering such data, and the system is also being adapted to ensure that the data is as up-to-date as possible and it is important to note this when considering the figures below.

In terms of the courses denoted as Bilingual, this could mean that the Trainer is able to present the session bilingually or that a simultaneous translation service is available. In that respect, it means that staff members can ask/answer questions in their preferred language.

The table below considers training that has been offered internally during the year, and shows the number of staff attending courses through the medium of Welsh and Bilingually during the year.

Number of staff who attended courses provided by you through the medium of Welsh during the year	105
Number of staff who attended courses provided by you Bilingually during the year	646
Percentage of the total number of staff who attended the training who chose to attend the Welsh medium session	25%

It is apparent from the table above, where courses have been available in both Welsh and English, that the number of staff taking advantage of the Welsh medium courses has been lower than in previous years. This can be due to limiting many of the courses held during the Covid-19 period to mandatory training only, with priority given to courses of a more technical nature such as Data Protection. Therefore, with less courses available this year, perhaps this has resulted in the reduction of staff taking advantage of Welsh medium courses. This can also be as a result of the digital nature of the training, and the rapid change in the learning environment.

The E-learning Platform, “Learning Pool”, was launched to the wider workforce during 2020/21 in order to enable staff development during the Covid emergency. In order to ensure that the platform is a bilingual resource that offers users a language choice, the Authority has invested additional resources to ensure that this is achieved.

### **Categorising Posts (170(2) (ch))**

The number of new and vacant posts advertised during the year according to language requirements can be seen below:

<b>Language requirements of posts advertised 2020-21</b>	
Posts where language skills are essential	341
Number of posts with Level 1 Welsh language skills	24
Number of posts with Level 2 Welsh language skills	6
Number of posts with Level 3 Welsh language skills	153
Number of posts with Level 4 Welsh language skills	36
Number of posts with Level 5 Welsh language skills	126
Posts where there will be a requirement to learn Welsh language skills when appointed to the post	0
Posts where Welsh language skills are desirable	0
Posts where Welsh language skills are not necessary	0
<b>Total posts advertised</b>	<b>499</b>

As part of the previous recruitment process, managers are required to record whether the ability to communicate in Welsh is essential or desirable for the post-holder. However, new guidelines were introduced in April 2019 which indicate the minimum language requirements for different categories of jobs. These guidelines have succeeded in setting clear expectations for both managers and candidates. As a result, we no longer categorise posts as Welsh Desirable or Essential; instead, a desired language level, between Level 0 and 5, is set for each post. We can see that the two most common levels set during 2020-21 were between L3 & L5.

## **9.0 Conclusions and recommendations**

The Covid-19 period has created new challenges, with the majority of Council staff working remotely and leisure centres, libraries and attractions closed for periods, no face-to-face committees and having to suspend a number of promotional activities. The Council has tried to respond positively to these challenges by offering a virtual provision when practical.

Looking forward, the Council will continue to take advantage of every opportunity to develop and strengthen the processes it has in place to ensure compliance with the Welsh Language Standards. During the next period, it is anticipated that specific attention will have to be given to ensuring that the Welsh language is mainstreamed in each of the Council’s recovery plans.

**June 2021**