

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b> <b><u>Scrutiny Report</u></b>	
<b>Committee:</b>	Partnership and Regeneration Scrutiny Committee
<b>Date:</b>	21 June 2022
<b>Subject:</b>	Welsh language standards annual report 2021-2022
<b>Report purpose:</b>	Submit annual report for comment prior to seeking delegated approval for publication
<b>Scrutiny chair:</b>	Councillor Dylan Rees
<b>Portfolio members(s):</b>	Councillor Ieuan Williams
<b>Head of service:</b>	Dylan Williams, Chief Executive
<b>Report author:</b> <b>Telephone no.</b> <b>E-mail:</b>	Ffreuer Owen, Policy and Welsh Language Manager 01248 752561 <a href="mailto:FfreuerOwen@ynysmon.llyw.cymru">FfreuerOwen@ynysmon.llyw.cymru</a>
<b>Local members:</b>	N/A

### 1. Recommendation

The Committee is invited to comment on the annual Welsh language standards report for 2021-2022 prior to its submission for delegated approval by the portfolio holder for publication.

### 2. Link to Council Plan / other corporate priorities

- The Council Plan 2017-2022 states, 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'.
- One of the priority areas of our Welsh Language Promotion Strategy 2021-2026 is the workplace, Welsh language services and infrastructure.
- The full Council approved our Welsh language policy on 12 May 2016. This annual report explains how the policy was implemented during 2021-22.

### 3. Guiding principles for scrutiny members

**To assist members when scrutinising the topic:**

#### 3.1 Focus on customer/citizen

Impact the matter has on individuals and communities

#### 3.2 Focus on value

A look at the efficiency and effectiveness of any proposed change – both financially and in terms of quality

#### 3.3 Focus on risk

A look at any risks

#### 3.4 Focus on performance and quality

Scrutiny taking a performance monitoring or quality assurance role

**3.5 Focus on wellbeing**

Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

**3.6 Focus on equality and the Welsh language**

The potential impacts the decision would have on:

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

**4. Key scrutiny questions**

- i. Are there any specific risks that raise concern about the Council's compliance with Welsh language standards?
- ii. More complaints were made about the Welsh language in 2021/22. Are there any concerning trends?
- iii. What are the main challenges to mainstreaming the Welsh language within the Council?
- iv. Fewer officers took up Welsh language training in 2021/22. What more can we do to encourage officers to develop their Welsh language skills?
- v. Is there additional data that would add value to the annual report?

**5. Background / context**

In accordance with the Welsh Language Standards (No. 1) Regulations 2015 the Council must prepare an annual report about our compliance with the standards. The annual report contains information about the following:

- Steps taken to comply with service delivery, policy making and operational standards
- Steps taken to actively promote Welsh language standards
- Self-regulation
- Development work to encourage the use of Welsh by our service users, officers and within our administration.
- Performance reporting – complaints, training, employment and recruitment data.

**6. Equality Impact Assessment (including impacts on the Welsh Language)****6.1 Potential impacts on groups protected by the Equality Act 2010**

In accordance with our usual practice, the annual report will be available in alternative formats by request. This is clearly stated on the inside cover. Hard copies will also be available by request at all Council officers.

See 6.3 below for Welsh language considerations.
<b>6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)</b>
N/A. Approving the annual Welsh language standards report is not a strategic decision.
<b>6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language</b>
As well as considering our compliance with Welsh language duties, preparing the annual report allows us to reflect on the ways in which we encouraged and facilitated opportunities to use the language in our administration. Information about the action taken is included in the report.
<b>7. Financial obligations</b>
N/A
<b>8. Appendices</b>
Welsh language standards annual report 2021-2022
<b>9. Background papers (please contact the author for any further information)</b>
<ul style="list-style-type: none"> <li>• <a href="#">Compliance notice under section 44 of the Welsh Language (Wales) Measure 2011</a></li> <li>• <a href="#">Welsh Language Policy</a></li> <li>• <a href="#">Producing a Welsh language standards annual report: Good practice advice document</a></li> </ul>



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

POLICY AND WELSH LANGUAGE

# Welsh language standards annual report 2021-2022

How we met the standards, promoted and facilitated  
opportunities to use Welsh



**Publication date:** June 2022

# Welsh language standards annual report

## Overview

This is the Isle of Anglesey County Council's (the Council's) annual report on Welsh language standards. It evaluates our compliance with the standards, and the ways in which we promoted and facilitated opportunities to use Welsh and ensured that the language was treated no less favourably than English during the year.

It was prepared in accordance with Schedule 4 of the Welsh Language Standards (No. 1) Regulations 2015, to meet the requirements of standards 158, 164 and 170.


## Further information

This publication is available on our website [www.anglesey.gov.wales](http://www.anglesey.gov.wales). If you require it in another format and/or language, or have any questions about its contents, please contact us using the details below.

Ffreuer Owen  
Policy and Welsh Language Manager  
Isle of Anglesey County Council  
Council Offices  
Llangefni  
LL77 7TW

Tel: 01248 75 00 57  
Email: [FfreuerOwen@ynysmon.llyw.cymru](mailto:FfreuerOwen@ynysmon.llyw.cymru)

We welcome calls and correspondence in Welsh and English. Using Welsh will not lead to a delay in responding.

Mae'r cyhoeddiad hwn hefyd ar gael yn Gymraeg   
This publication is also available in Welsh

## Related documents

Compliance notice under Section 44 of the Welsh Language (Wales) Measure 2011; Welsh Language Policy; Welsh Language Promotion Strategy 2021-2026. All available on our [website](#).

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# Foreword

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We are pleased to publish our sixth annual report since the Welsh language standards come into force in March 2016. This report considers how we met our duties in relation to the standards and took action to promote the Welsh language between 1 April 2021 and 31 March 2022.

This was another remarkable year in which we continued to respond to the challenges of the COVID-19 pandemic. The public health emergency forced us to adapt our usual practices to react at pace to the exceptional circumstances. Despite the uncertainty, our high standard of Welsh language services was unaffected thanks to our officers.

For many of our residents using Welsh is a matter of need not choice. We are privileged that our workforce understands the importance of providing services in Welsh to the people of Anglesey, particularly during times as uncertain as these.

The importance of Welsh and our responsibility to the language is felt at all levels of our Council; no mean feat for a workplace that employs over 3,000 people. Much of this is thanks to our former chief executive Annwen Morgan, and her passion and commitment to the language during her time in the role. Our thanks also goes to our councillors for their goodwill and support which affords the Welsh language a central place in all that we do.

We will continue in the same positive and committed spirit towards the language as we enter a new chapter in our story under new political and organisational leadership.



**Councillor Llinos Medi**  
Leader



**Councillor Ieuan Williams**  
Education and Welsh  
Language Portfolio Holder



**Dylan J. Williams**  
Chief Executive

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**June 2022**

## Executive summary

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### Report purpose

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Although the main purpose of this report is to assess our compliance with the standards, it is also an opportunity for us to consider how we promoted and facilitated the use of the Welsh language over the year. It is also an important opportunity to recognise the efforts of our officers who are responsible for maintaining our high standard of Welsh language services. Here are some of the highlights:



Second Welsh language promotion strategy approved



Microsite about the Welsh language on Anglesey launched



Over two million words translated



Over 90% of our officers able to use Welsh



Praise for our use of Welsh with our most vulnerable residents



A word about our Welsh language services from our service users and their loved ones

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“A special thanks to all of the girls on every shift. They were all so kind ... We knew from the start that Garreglwyd was the best place for her ... Welsh culture is unique and Mum would not have settled without the language, the music and the singing.”

“... the fact that we could talk together in Welsh was central to [the service user] placing their trust in us.”

“So grateful that they have a welcoming Welsh language care home.”





## Background

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1. **The Welsh Language (Wales) Measure 2011** is the legal framework that places a duty on us to meet standards that relate to the Welsh language. The standards explain how we should use or consider the language in different situations. Their key principles are that:
  - we should not treat Welsh less favourably than English; and
  - we should promote and facilitate the use of Welsh.
2. We received a **compliance notice** from the Welsh Language Commissioner in 2015. This is the document outlining the exact standards that we must comply with. In all there are **160 standards** that we must meet. You can see their details and find out more about our arrangement for meeting them on our [website](#).
3. Our **Welsh language policy** explains how we will act in accordance with the requirements of the standards. It was adopted shortly after the standards came into force in 2016. It follows the principle that Welsh and English have equal status in our work and administration. It also recognises our responsibility to promote and develop the use of Welsh within and beyond the Council.
4. Alongside our language policy and the standards themselves, we also publish an **annual report** outlining how we met our duties in relation to the language. It includes specific data we must report each year about complaints, our officers' Welsh language skills, training and jobs advertised by us. This information can be found in the appendices.
5. The report was approved by our Strategic Management Team, which includes our chief executive, deputy and directors. It was considered by our Partnership and Regeneration Scrutiny Committee and Welsh Language Promotion Group and was given final approval by the relevant portfolio member.



6. Our Welsh Language and Policy Manager is tasked with day to day responsibility for the standards and for promoting the Welsh language within the Council. Our Chief Executive is the Strategic Leadership Team member responsible for keeping a strategic eye on matters relating to the language. We also have a Welsh language portfolio holder who sits on the Executive. The Welsh Language Promotion Group, consisting of councillors and key officers, oversees our use of the Welsh and helps to promote the language in all aspects of our work.

## Looking back at the year

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The year saw many important developments to raise the profile of Welsh within the Council and more widely on Anglesey. This section notes some of our achievements:

### Welsh Language Promotion Strategy

Our greatest success in terms of our commitment to the language was the approval of our second five-year promotion strategy by the full Council in December 2021. The strategy outlines our vision for the language and includes an ambitious target to increase the number of Welsh speakers on the island. Its purpose is to set out how we intend to create more opportunities to use Welsh, encourage greater use of the language and, ultimately, see more speakers by 2026.

It focuses on three priority areas:

1. Children, young people and the family	<ul style="list-style-type: none"> <li>• Language transmission within families</li> <li>• The early years</li> <li>• Compulsory education</li> <li>• Post16 education and preparing for the world of work</li> </ul>
2. The workplace, Welsh language services and the infrastructure	<ul style="list-style-type: none"> <li>• Internal administration</li> <li>• Training and developing the skills of our workforce</li> <li>• Technology</li> <li>• Developing and promoting Welsh language services</li> </ul>
3. The community	<ul style="list-style-type: none"> <li>• Town and country planning and housing</li> <li>• Tourism and businesses</li> <li>• Non-Welsh speakers and newcomers</li> <li>• Community activity</li> </ul>

The strategy was prepared in accordance with the promotion standards and can be viewed on our [website](#).

### Policy and Welsh Language Team

One of the year's most significant developments was joining the Translation service with the team responsible for the standards and Welsh language policy. This means that all of our officers who support our colleagues and councillors to use Welsh now belong to one team. The Policy and Welsh Language Team has seven members consisting of:

- Policy and Welsh Language Manager
- Policy Officer
- Policy and Welsh Language Promotion Officer (currently vacant)
- Translation Service Manager and three qualified translators responsible for text and simultaneous in-meeting translation

To meet our duties under the standards the support of the Translation service is essential. The team translated over **two million words** during the year and provided simultaneous translation at over **300 meetings**.

The team has had to adjust at an unprecedented pace lately. At the start of the COVID-19 pandemic they had to provide simultaneous translation by mobile phone as Microsoft Teams does not support the provision. The introduction of a second channel for simultaneous translation through Teams would be a welcome development.

The team then pressed for a change to using Zoom due to the convenience of the technology. As a result virtual meetings and committees are now naturally bilingual. Zoom will be at the heart of our new hybrid service following the upgrade of our Council chamber and committee room equipment. This will be an exciting technological breakthrough in bilingual remote working.

### Corporate identity

Changing our website address to [www.anglesey.gov.wales](http://www.anglesey.gov.wales) on 1 March 2022 was an important step forward for us. The decision to replace the old [www.anglesey.gov.uk](http://www.anglesey.gov.uk) domain name was made by our Executive to promote Welsh language and identity. It means that the language is now fully reflected in our corporate identity.

But, we still have more work to do. To lessen the impact on our services, we decided to adopt a gradual approach which will see our email addresses change to the new domain name next year. We will also update materials that contain the old address as they date.

We hope that our bold decision, along with our gradual approach, will encourage other public bodies to take advantage of this technological development that raises the profile and presence of Wales and the Welsh language online.

### Welsh language microsite

The COVID-19 pandemic shone a light on the importance of technology. As opportunities to distribute promotional materials were rare, we decided to make sure that plenty of information about the Welsh language was easily available online. So, to coincide with adopting our new domain name, we launched a new section of website all about the language. Our microsite, [The Welsh Language on Anglesey](#), brings together a wealth of information and resources about the language to:

- raise awareness of the importance of Welsh in our area;
- signpost learners to useful resources; and
- show business owners how using Welsh can benefit them.

We worked hard to make the site appealing. We gave it a prominent place on our website and used straightforward language. It includes useful external links as well as links to other parts of our website to create a seamless path for the user. Our aim is to foster goodwill towards the language by sharing positive messages about the Welsh language with the people of Anglesey.



## Service delivery standards

These standards relate to our public face and how we deal with the people of Anglesey. 77 of these standards have been placed on us. Amongst other things, they relate to how we deal with people over the phone and in person, our publications and our online presence.

### Managing performance

#### Self-assessing compliance

Our main tool for ensuring compliance with the standards is self-assessment. Meeting statutory requirement and self-regulation are included in our heads of services' yearly performance targets. Each head scores the performance of their service against the requirements and meets with our Policy and Welsh Language Manager to discuss the results. Eight meetings were held this year with each head of service.

Resources	Human Resources and Transformation	Council Business	Learning
<ul style="list-style-type: none"> <li>• Audit and risk</li> <li>• Finance</li> <li>• Procurement</li> <li>• Revenue and benefits</li> </ul>	<ul style="list-style-type: none"> <li>• HR</li> <li>• IT</li> <li>• Corporate transformation</li> </ul>	<ul style="list-style-type: none"> <li>• Legal</li> <li>• Democratic services</li> </ul>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Museums, archives and culture</li> </ul>
Social Services	Highways, Waste and Property	Regulation and Economic Development	Housing
<ul style="list-style-type: none"> <li>• Youth services</li> <li>• Adult services</li> <li>• Children's services</li> </ul>	<ul style="list-style-type: none"> <li>• Recycling</li> <li>• Fleet vehicles</li> <li>• Waste management</li> <li>• Road network</li> <li>• Land, property and buildings</li> </ul>	<ul style="list-style-type: none"> <li>• Regeneration</li> <li>• Planning</li> <li>• Destination</li> <li>• Economic development</li> <li>• Public protection</li> <li>• Leisure</li> <li>• Energy Island</li> </ul>	<ul style="list-style-type: none"> <li>• Tenant participation</li> <li>• Maintenance and lettings</li> <li>• Homelessness</li> <li>• Refugees</li> <li>• Support grants</li> <li>• Welfare and Financial inclusion</li> <li>• Rent arrears</li> </ul>

Generally, high levels of compliance were recorded. Performance was almost always assessed either at level three, meaning 60%-100% compliance, or level four, 100% compliance. The main reason for this was the heads' confidence that their services are planned in such a way that Welsh speakers are always available to provide services in Welsh.

There were some issues of concern that impact some services' ability to fully meet certain requirements. Technology is one area that can create problems, especially if third parties are responsible for developing services on our behalf. Lack of Welsh language awareness can mean that particular effort is required to ensure that the needs of the language users are clear when developing options with third parties.

### Good practice

Several examples of good practice were noted where services had gone to extra lengths to monitor their own performance.

Comprehensive language preference record kept by Social Services to match service users with Welsh speaking officers

Secret shopper survey of telephone services carried out by Social Services Complaint Officer

Email signatures checked by the Resources department's Welsh language standards coordinator for use of the iaith gwaith logo



Caru iaith resource page launched to help teaching and school staff

Colleagues' work proofread by Hosuing service Welsh language champions

### Direct checks

#### Compliance checks

Due to a temporary lack of capacity in the Policy and Welsh Language team, we did not conduct specific surveys to check our compliance with the standards this year. Instead, we relied on our network of Welsh language standards coordinators and our business managers to make sure that services met the requirements. Our Digital Services team played a key role in ensuring that our websites and online services functioned fully in Welsh.

Following a survey of our website we were advised by the Welsh Language Commissioner that action needs to be taken to ensure that all our English language documents and forms clearly state that they are also available in Welsh.

### Understanding user experience

#### Usage data

One significant indicator of the use of our Welsh language services is the number of people who visit our main website. The number using the English version of our website is significantly higher than the number who choose to use the Welsh version.

Welsh language website	English language website
150,122	861,513

The figure for specific page views shows that approximately 13% of all views are of Welsh language pages.

A 'visit' involves a series of requests for different pages by a single user within a half hour period. 'Page views' means the number of times a particular page has been viewed during the year.



### Translation satisfaction survey

In March 2022 we reached out to our councillors to seek their views on our translation service. The survey's aim was to help us monitor performance and improve the service. The response was overwhelmingly positive:

"... I have nothing but praise for the service. I enjoy listening to the opinions of colleagues who receive simultaneous translation ...

Also, as one who often reads both versions, it is a pleasure to receive reports comprehensibly translated into language that is easy for all to understand. In short, thank you to the team for your excellent service to us as a Council."

"I greatly admire the way in which you make the Welsh language so easy and understandable despite the complexity and unfamiliarity of government terminology. I have total respect for the entire team."

Some of our councillors wanted to know more about using translation support resources. We circulated practical information and guidance, including video clips, on the use of Cysill and Cysgeir software packages available to our councillors, as well as our officers.

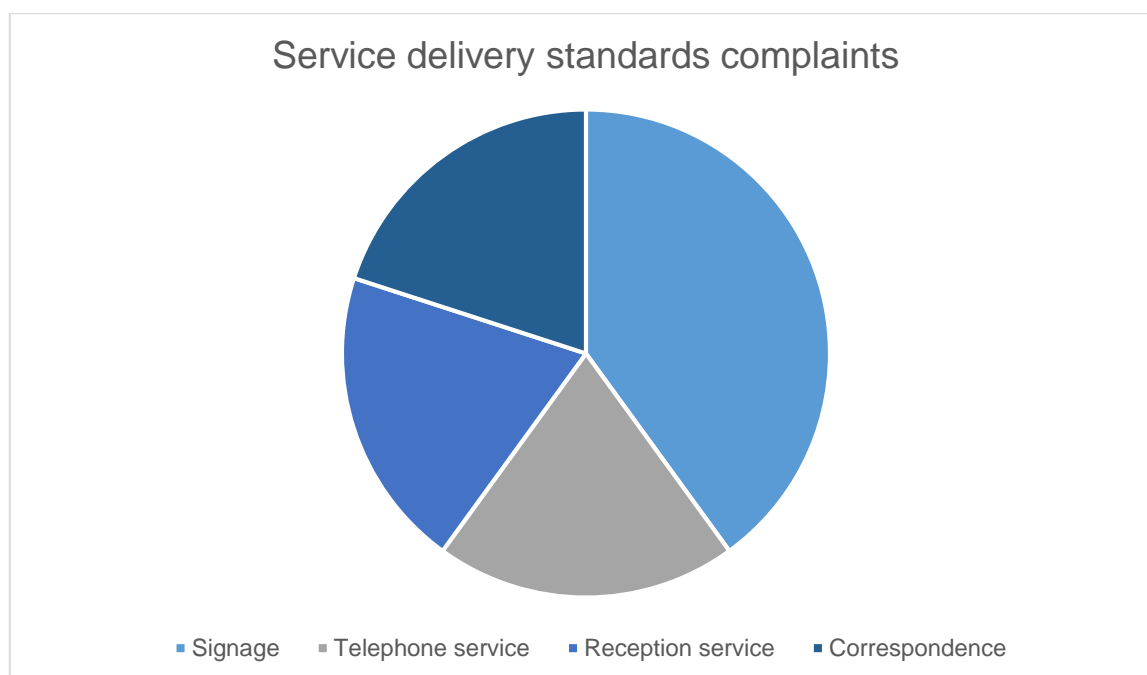
### Complaints

This year saw a rise in complaints about our use of Welsh. Despite remaining low, the figure was a marked increase compared to last year. One reason may have been a change to the way that complaints about the language are recorded.

2020-21		2021-22
1	↑	5
No. of complaints		No. of complaints

In the past, complaints were mostly resolved by the responsible service as part of the first stage of our complaints procedure. Since July 2021, complaints about our use of the Welsh are referred to the Policy and Welsh Language Manager for consideration and to be recorded.

**Figure: Service delivery standards complaints by subject**



Signs showing English text were the subject of two complaints. In both cases, we found that they were not our responsibility. However, after we intervened the signs were replaced with bilingual ones.

Telephone and face-to-face greetings were a factor in two other complaints. A leisure officer did not greet one complainant over the phone in Welsh and another was welcomed in English at one of our recycling centres. Our investigation into the first case revealed that the loss of an experienced member of reception staff led to a slippage in the normal standard of service. We arranged Welsh language training for the responsible officer.



In response to the second case, the site manager arranged language awareness for all officers. The issue was also raised during annual development conversations with staff. The complainant contacted us again some weeks later to say that they had again visited the recycling centre and thanked us for the Welsh language service they received.

One of our online services was responsible for the complaint about correspondence. In order to use the 'My Account' facility on our website you are encouraged to create a personal account noting your preferred language. However, you can also contact us through the facility anonymously. Unfortunately when one person contacted us in this way they received an automatic reply in English.

As a result of the complaint we corrected the 'My Account' technology so that anyone who contacts us anonymously now receives an automatic bilingual response.

To ensure that we reflect on and learn from complaints about our use of Welsh, we prepared a quarterly compliance report for submission to the Welsh Language Promotion Group. As well as addressing complaints, and any enforcement action by the Welsh Language Commissioner, the report notes the compliments that we receive from time to time for our Welsh language services. It is notable that most of the praise was for our service to some of our most vulnerable residents, our care home service.

"So grateful that they have a welcoming Welsh language care home."

"A special thanks to all of the girls on every shift. They were all so kind ... We knew from the start that Garreglwyd was the best place for her ... Welsh culture is unique and Mum would not have settled without the language, the music and the singing."

"Mair\* and I had to go to speak with [a service user]. Mair led the discussion and the fact that we could talk together in Welsh was central to [the service user] placing their trust in us. I thought that the way Mair explained the situation to the family was exceptional. Caring, clearly and with full understanding."

\* Name changed for reasons of privacy

As last year, we received no complaints via, and no statutory investigations were carried out by the Welsh Language Commissioner.



## Policy making standards

These standards relate to how we consider the effects our decisions on the Welsh language and its users. Ten in all have been placed on us and they mean that we must:

- consider the positive and negative effects of our decisions on the Welsh language;
- consider how to maximise positive effects, mitigate negative impact and take every opportunity to promote opportunities to use the language; and
- seek opinion on the effects on the language when engaging or consulting with our residents.

### Managing performance

#### Assessing impact

Our main tool for assessing our performance against policy making standards is our impact assessment template. There are two templates on our intranet and guidelines on filling them out. The first integrated template relates to the effects on equality and the Welsh language. The second relates solely to the impact on Welsh. We use this template if the proposal has a particular or significant impact on the language.

2021-22	Our officers must complete these templates when recommending developing, reviewing or revising policies. For this reason every covering report that goes before our main committees – the scrutiny committees and the Executive – asks if an impact assessment has been completed. 70 of the reports that went before the Executive referred to the impact of proposals on equality and the Welsh language.
70	
Covering reports	

The Policy and Welsh Language team were on hand to offer advice on completing the templates. We also have guidelines on our intranet on meeting the standards when carrying out consultations, commissioning research and awarding grants.

### Understanding user experience

#### Complaints

We received four complaints this year about policy making standards. As with complaints about service delivery standards, this was an increase on last year.

2020-21	↑	2021-22
0		4
No. of complaints		No. of complaints

There was a particular trend to these complaints. Three were about non-Welsh house and property names. They therefore related to our policy on naming and numbering streets and houses. Our policy makes clear that national planning policy limits our authority and that we can only encourage the use of Welsh names in this context. As a result these complaints were not upheld.

The fourth complaint was about a consultation on our new housing strategy. The complainant was concerned that we had not sought views on strategy's impact on the Welsh language. Our investigation showed that the complainant's concerns were well founded and we immediately paused the consultation. With the assistance of the Policy and Welsh Language Manager, officers worked to make sure that the consultation met the requirements of the standards. This involved adding a question about strategy's impact on the language to the consultation questions and re-running the exercise to ensure a fair opportunity to respond.

We reflected on what went wrong and took the following steps to make sure the same thing didn't happen again:

- Officers reminded of the requirements and consultation checklist circulated.
- Details of upcoming strategies and key publications gathered and authors briefed on consultation requirements.
- Heads of service made aware of the complaint and what went wrong during self-assessment meetings.
- Consultation documents checked by website officers prior to publication.

## Operational standards

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These standards relate to our internal use of Welsh. There are 47 of them in all. They place a duty on us to encourage the use of Welsh in our administration and to support our officers and councillors to use the language in their work.

### Managing performance

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#### Self-regulation

The purpose of our Policy Portal is to make sure our officers understand and are reminded of the requirements placed upon us. Every two years our officers must review the standards and our Welsh language policy. Their understanding of the requirements is tested through a short questionnaire.

#### Policy Portal

98%

This year for the first time managers was reminded of our guidelines on categorising language skills for vacant posts. 98% of managers completed the process.

#### Good practice

We started a new campaign this year to encourage our officers to make small changes to increase their use of Welsh at work. The Welsh challenge of the month encourages officers to do things like:

- use a virtual meeting backdrop or email signature that includes the iaith gwaith logo;
- change their device interface to Welsh; and
- greet each other in Welsh at meetings that might otherwise be in English.



Cymraeg

We continued to support our network of Welsh language standards coordinators and language champions. These enthusiastic individuals work voluntarily to raise awareness of the standards and encourage the use of the language within their teams. Our language champions were identified back in 2016 as part of our innovative rolling programme to increase the use of Welsh in our administration. So far the programme has focused on changing culture within three distinct teams, namely:

- Leisure
- Public Protection
- Housing

Although the programme's momentum was impacted by the COVID-19 pandemic, we took steps to extend it to new teams and identified new language champions. We began discussions with Bangor University about piloting its ARFer behaviour change methodology. ARFer aims to change language practices by helping colleagues who can speak Welsh (but have established a habit of using English) to use more Welsh at work.

## Direct checking

### Compliance surveys

Following a survey of our recruitment website, we were advised by the Welsh Language Commissioner that action was required to make sure that candidates know that they may submit their applications in Welsh. We immediately ensured that all job advertisements make the following clear:

- You're welcome to submit an application in the language of your choice. Applications submitted in Welsh or English will always be treated equally.

## Understanding user experience

### Training data

Fewer officers attended Welsh language courses this year. Despite greater interest in our Learn Welsh intensive online course, there was less interest in our weekly courses.



Basic 'Welcome Welsh' and 'Improving Welsh Language Support' e-learning packages were available to all our staff, and two members attended Nant Gwrtheyrn's residential course. Six officers attended a two-day language improvement course to brush up on their reading and writing skills.

31 new members of staff received language awareness and standards training as part of their induction programmes.

### Complaints

We received no complaints about the operational standards this year.

## Looking forward

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We are privileged that the majority of our officers speak Welsh. This means we can plan our workforce in a way that ensures that services are available proactively and without question. The big challenge for us is to make sure that our Welsh language services are accessible and appealing so that the people of Anglesey can use them with confidence.

We will jointly commission research with the region's public sector organisations to understand what drives people to use Welsh at our receptions. We hope that this important research will help our officers encourage more face-to-face use of Welsh.

We will also respond to a call from the Welsh Language Commissioner to make sure that all our English language documents and forms make it clear that they are also available in Welsh.

As our officers return and our newly elected councillors begin to attend our offices, we will make sure that we have suitable resources to support them to use more Welsh in their work and informally with each other.

### Developing new services

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There are several exciting developments planned for 2022/23 that offer us the opportunity to increase our use of Welsh through technology, including:



Ensuring that all of our officers and councillors have an @anglesey.gov.wales email address



Creating a new channel of communication by launching our new bilingual chatbot 'Mona'



Upgrading our translation equipment to facilitate hybrid meetings in the Council chamber and committee room



Creating more content for our updated intranet, MonITor, to help officers and councillors use more Welsh at work



Using ARFer behaviour change methodology to increase teams' confidence to use Welsh

## Conclusion

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Although the COVID-19 pandemic continued to challenge us, it did not affect our ability to provide quality Welsh language services to the people of Anglesey again this year. Despite receiving more complaints this year, overall they did not suggest any systematic failure to meet the requirements of the standards.

However, we always have room to improve and develop, especially in terms of our internal use of the language.

Changes to working practices slowed the momentum of our rolling programme to maximise our use of Welsh in our administration. It is vital that we take advantage of advances in technology to make sure that our plans to resume the scheme are suitable for post pandemic working. This includes providing a range of appropriate and practical resources to encourage our officers and councillors use more Welsh.

It is particularly important that we support our colleagues who are keen to improve their Welsh. We have a duty to create an inclusive and welcoming atmosphere that affords courtesy and fair play so that they can confidently practice and develop their skills at work.

## Appendix 1: Complaints data

Here are the details of the complaints made to us over the year about our use of Welsh. The first two tables contain details of complaints that met the definition of our complaints procedure, and were made people directly affected by the circumstances.

The third table contains details of 'other' complaints or comments from people expressing concern but not directly affected. It also includes complaints that related to our use of Welsh but did not suggest a failure to comply with the standards.

**Table 1: Complaints by standard group**

Standard group	No.
Service delivery	5
Policy making	4
Operational	0
<b>Total</b>	<b>9</b>

**Table 2: Complaint details**

Complaint	Standard group	Details
2012/22-01	Service delivery	Lack of use of Welsh on new life saving device sign at Amlwch port.
2012/22-02	Service delivery	Failure to deal with a call to Amlwch leisure centre in Welsh.
2012/22-03	Policy making	Alleged use of non-Welsh language name on Council property.
2012/22-04	Policy making	Alleged use of a non-Welsh language name on private property contrary to the Council's policy on naming and numbering streets and houses.
2012/22-05	Policy making	Alleged use of a non-Welsh language name on a proposed development.
2012/22-06	Service delivery	Failure to greet service user in Welsh at Gwalchmai recycling centre.
2012/22-07	Service delivery	Failure to acknowledge receipt of an online application for a school bus pass in Welsh.
2012/22-08	Policy making	Lack of consideration of policy making standards' requirements as part of housing strategy consultation.
2012/22-09	Service delivery	Lack of use of Welsh on a partnership sign that included the Council.

**Table 3: Other complaints**

No.	Comment
1	Disappointment at the lack of alleged employment opportunities for non-Welsh speaking partners of RAF Valley personnel.
2	Comment questioning the need for Welsh language skills for a specific post and asserting that the person specification requirements discriminate against non-Welsh speakers.
3	Alleged lack of use of Welsh by fitness instructors at Amlwch leisure centre.



## Appendix 2: Employment, training and recruitment data

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Here is information about our officers' Welsh language skills. We have categorised the information to fit the definitions of our language skills framework which specifies different levels of Welsh language ability:

### Level 0: Awareness

- No skills

### Level 1: Entry

- Able to conduct a general conversation (greetings, names, saying, placenames)
- Able to understand basic enquiries
- Able to read basic words and phrases, e.g. signs or short and simple notes
- Able to write basic messages

### Level 2: Foundation

- Able to answer simple enquiries involving work
- Able to understand a basic social conversation
- Able to read basic material involving work (slowly)
- Able to answer simple correspondence with assistance

### Level 3: Intermediate

- Able to converse with someone else, with some hesitancy, regarding routine work issues
- Able to follow routine conversations involving work between fluent Welsh speakers
- Able to read routine material with a dictionary
- Able to draft routine text, with editing assistance

### Level 4: Advanced

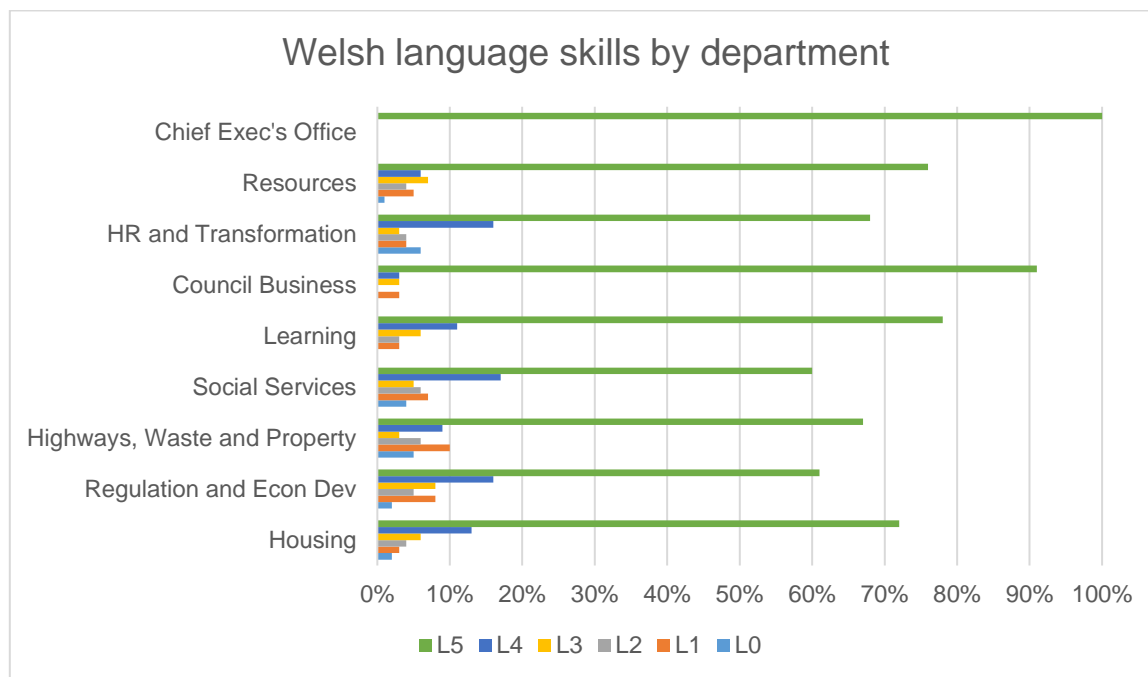
- Able to speak the language in the majority of situations using some English words
- Able to follow the majority of conversations involving work including group discussions
- Able to read the majority of material in own area
- Able to prepare the majority of written material related to the area, with some assistance in terms of revision

### Level 5: Proficiency

- Able to conduct a conversation and answer questions, for an extended period of time where necessary
- Able to understand all conversations involving work
- Able to understand all material involving work
- Able to complete written work without the need for revision

## Welsh language skills by department

These figures show only a small change from last year. Some services appear to have seen an increase in the Welsh language skills of their officers, while others have fallen slightly (about 1% less). One factor that may have influenced this small change is staff turnover following the COVID-19 pandemic. It is also important to note that many services have more officers this year compared to last.



### Chief Executive's Office

No. of officers in service: 7  
 No. of returns: 7  
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	0	0	0	0	7
Percentage	0%	0%	0%	0%	0%	100%

### Resources

No. of officers in service: 96  
 No. of returns: 96  
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	1	5	4	7	6	73
Percentage	1%	5%	4%	7%	6%	76%

### Human Resources and Transformation

No. of officers in service: 80  
 No. of returns: 80  
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	5	3	3	2	13	54
Percentage	6%	4%	4%	3%	16%	68%

### Council Business

No. of officers in service: 32  
 No. of returns: 32  
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	1	0	1	1	29
Percentage	0%	3%	0%	3%	3%	91%

### Learning

No. of officers in service: 80  
 No. of returns: 80  
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	2	2	5	9	62
Percentage	0%	3%	3%	6%	11%	78%

### Social Services

No. of officers in service: 660  
 No. of returns: 660  
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	27	47	45	32	109	397
Percentage	4%	7%	6%	5%	17%	60%

### Highways, Waste and Property

No. of officers in service: 296  
 No. of returns: 296  
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	15	29	17	9	28	198
Percentage	5%	10%	6%	3%	9%	67%

### Regulation and Economic Development

No. of officers in service: 262  
 No. of returns: 262  
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	4	21	14	21	41	161
Percentage	2%	8%	5%	8%	16%	61%

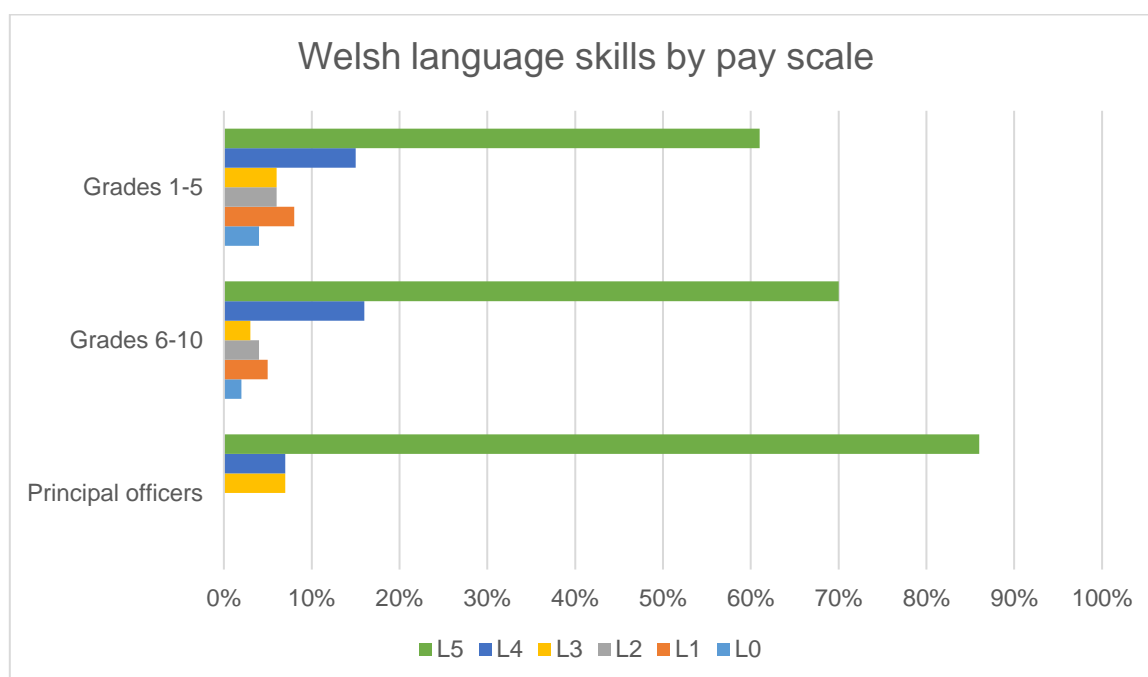
## Housing

No. of officers in service: 162  
 No. of returns: 162  
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	3	5	7	9	21	117
Percentage	2%	3%	4%	6%	13%	72%

## Welsh language skills by pay scale

The Welsh language skill levels of officers on pay scales 1-5 and principal officers remain constant, with most having level five. A positive change can be seen in scales 6-10 where 5% more have level 5 Welsh language skills compared to last year.



## Grades 1-5

No. of workers on scale: 1614  
 No. of returns: 1614  
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	68	127	101	92	237	989
Percentage	4%	8%	6%	6%	15%	61%

## Grades 6-10

No. of workers on scale: 405  
 No. of returns: 405  
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	8	20	18	12	63	284
Percentage	2%	5%	4%	3%	16%	70%

### Principal officers

No. of workers on scale: 14  
 No. of returns: 14  
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	0	0	1	1	12
Percentage	0%	0%	0%	7%	7%	86%

## Training

### Welsh language skills training

Here are the details of the numbers who received training to boost or develop their Welsh language skills during the year.

Qualification	Nifer
Entry	5
Foundation	2
Intermediate	2
Advanced	5
Gloywi (Improvement)	1
<b>Total</b>	<b>15</b>

### Training course language

Since the COVID-19 pandemic, most of our staff training sessions have been virtual. We continue to offer these virtual sessions, with some courses, such as health and safety taking place in person. Whatever the format of the session, we continue to offer a choice of language.

We aim to identify and keep a record of the language of each of our in-house training sessions. It is important to note that our HR system is not ideal for collecting this data (although manual adjustments are made to ensure accuracy) when considering the figures below.

Courses designated 'bilingual' are either delivered by Welsh speakers or include simultaneous translation. This means that officers can ask/answer questions in the language of their choice.

	No. / Percentage
Number of Welsh language training courses attended	195
Number of bilingual training courses attended	711
Percentage of total number of training courses that were in Welsh	25%

It is clear that take-up of Welsh language courses is lower than in previous years. This may be because many of the training courses we offered during the COVID-19 pandemic were mandatory, with statutory courses such as data protection prioritised. Therefore, with fewer courses available this year, this may have reduced the take-up of Welsh-medium courses. The digital nature of the training, and the sudden change to the learning environment may also be factors.

## Job categorisation

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In 2019 we published guidelines setting out a minimum level of Welsh language skills for different types of posts. The guidelines have succeeded in setting clear expectations for managers and candidates. We no longer categorise posts as Welsh language 'essential' or 'desirable'. Instead, all posts require an element of Welsh language skills commensurate with the nature of the role.

Here are the details of the new posts and vacancies we advertised during the year according to their Welsh language skills requirements. Most posts required level 3 or above.

	No.
Level 1 Welsh language skill posts advertised	31
Level 2 Welsh language skill posts advertised	42
Level 3 Welsh language skill posts advertised	239
Level 4 Welsh language skill posts advertised	75
Level 5 Welsh language skill posts advertised	209
Posts where Welsh language skills are to be learned when appointed	4
Posts that required no Welsh language skills	0