

ISLE OF ANGLESEY COUNTY COUNCIL <u>Scrutiny Report</u>	
Committee:	Partnership and Regeneration Scrutiny Committee
Date:	21 June 2023
Subject:	Welsh language standards annual report 2022-23
Report purpose:	Submit annual report for scrutiny prior to seeking delegated approval for publication
Scrutiny chair:	Councillor Dylan Rees
Portfolio members(s):	Education and Welsh Language Portfolio Holder
Head of service:	Dylan Williams, Chief Executive
Report author:	Ffreuer Owen, Policy and Welsh Language Manager
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Local members:	Relevant to all elected members

1. Recommendation

The Committee is invited to scrutinise and comment on the annual Welsh language standards report for 2022-23 prior to its submission for delegated approval by the portfolio holder for publication.

2. Link to Council Plan / other corporate priorities

- The 2023-2028 Council Plan identifies the Welsh language as a priority area for the current Council term. It includes commitments to providing quality Welsh language services and to develop the use of Welsh in our administration.
- 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 2022-23

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. What challenges do we face in terms of increasing the use of our Welsh language services by the citizens of Anglesey?
- iii. What more can we do to encourage officers to develop their Welsh language skills?
- iv. Is there additional information 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**

The main equality consideration is the annual report's accessibility and the need to make it available to a wide audience. An audience which includes individuals belonging to the groups that are protected by the Equality Act 2010. It is important to ensure that the report's style is appropriate and that it is easy to digest.

<p>In accordance with our usual practice, the report will be available in alternative formats, such as audio and braille, by request. This is clearly stated on the inside cover. Hard copies will also be available by request at all Council buildings.</p> <p>Care has been taken to ensure that the report is easy to read, that its style and diction is appropriate and inclusive, and that it meets digital accessibility requirements.</p> <p>Consideration will also be given to creating awareness of the report, sharing it with relevant partners and preparing promotional materials which summarise its key findings.</p>
<p>6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)</p>
<p>N/A. Approving the annual Welsh language standards report is not a strategic decision.</p>
<p>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</p>
<p>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 through our public services and in our administration. Information about the action taken is included in the report.</p> <p>In accordance with the requirements of the standards and our Welsh language policy the report is available in Welsh, which is clearly noted in the English version.</p>
<p>7. Financial obligations</p>
<p>N/A</p>
<p>8. Appendices</p>
<p>Welsh language standards annual report 2022-23.</p>
<p>9. Background papers (please contact the author for any further information)</p>
<ul style="list-style-type: none"> • Compliance notice under section 44 of the Welsh Language (Wales) Measure 2011 • Welsh Language Policy • Producing a Welsh language standards annual report: Good practice advice document



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

POLICY AND WELSH LANGUAGE

Welsh language standards annual report 2022-2023

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



Publication date: June 2023

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.

It also acts as a report on progress against the aim of our language policy (clause 3.2.4) of ensuring that Welsh will be the main language of our internal administration, both verbally and in writing.

Further information

This publication is available on our website 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.

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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](#).

Contents

Foreword	1
Executive summary	2
Background	3
Looking back at the year	4
Service delivery standards	7
Policy making standards	12
Operational standards	14
Looking forward.....	19
Appendix 1: Complaints data	21
Appendix 2: Employment, training and recruitment data	23

Foreword

This was another notable year in our history. Following the May 2022 local government election, a new Council came into force including several new faces among the elected members. Our firm vision for the language, however, continues.

The main highlight of the year was the approval of a new corporate plan for the Council's five-year term. The Council plan is the main strategic document that will influence and guide all our plans over the coming years. Its preparation was a significant task which was led by a significant engagement campaign with the people of Anglesey. We are particularly proud that the Welsh language has been identified as one of the six priority areas of the plan, together with:

- Social care and wellbeing
- Education
- Housing
- Economy
- Climate change

Placing the Welsh language on par with these priorities is a testament to our commitment to it. We know from the consultation work that the language is important to the people of the island. Therefore, it is entirely appropriate that the Welsh language is a central to the plan's vision of 'creating an Anglesey that will be prosperous and where people can thrive'.

Also, the results of the 2021 Census showed how important it is to persevere in our efforts to maintain Welsh as a living language in our communities. As one of the main employers in the area, we know that we have a responsibility to set an example for others by putting the Welsh language at the heart of our identity and our customs. This report is a snapshot of our intentional and ongoing work over the past year.



Councillor Llinos Medi
Leader



Dylan J. Williams
Chief Executive

Executive summary

Report purpose

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

- 

The Welsh language a priority in the 2023-2028 Council plan
- 

Positive evidence of offering language choice in the care sector
- 

Good practice of strengthening Welsh-medium provision in education
- 

My Anglesey Account offering greater language choice certainty
- 

@anglesey.gov.wales email address for all
- 

Support to improve staff Welsh language skills praised



A word about our Welsh language services

“We have seen consistent and positive evidence that people are given the 'Active Offer' to speak Welsh, and that people's wishes are taken into account in terms of their language choice.”

Care Inspectorate Wales

“It is a pleasure to walk into the house and hear the carers singing Welsh songs and hymns because they understand that the sound calms [the person receiving their care].”

A loved one of a person receiving care

Background

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
 - that we should promote and facilitate the use of the Welsh language in order to make it easier for people to use the language.
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 Leadership Team, which includes our chief executive, deputy and directors. It was formally scrutinised by our Scrutiny Committee (Partnership and Regeneration) and supported by our Executive Committee. It was finally approved 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

The period saw several important developments to promote our Welsh language services. This section summarises some of the highlights.

The Council plan

The main development this year in terms of our commitment to the Welsh language was to make the language a priority in the Council plan. This is the strategic document that will influence and guide our plans for the current Council term from 2023-2028. It was prepared following significant engagement work.

The opinion of the people of Anglesey helped us to identify the six areas to which we will give priority over the next five years. In terms of the Welsh language, we will increase opportunities to learn, gain confidence and use the language. This means:

- Offer high quality Welsh language services.
- Implement our Welsh Language Promotion Strategy.
- Collaborate with local and national partners to create more opportunities to use the Welsh language socially.
- Support our staff and councillors to increase their confidence and use more Welsh at work.

Placing the Welsh language at the heart of our plans shows how important the language is to us as a Council and employers, and the pride we feel in being a provider of quality Welsh language services.

Adult and children's services performance evaluation inspection

In October 2022, Care Inspectorate Wales carried out an audit of the performance of the services. One of the notable findings was a positive approach to providing services in Welsh. It notes:

We saw consistent and encouraging evidence that people were receiving the 'Active Offer' to speak Welsh, and **peoples wishes were taken into account with regard to language choice.**

We know that receiving services through the medium of Welsh is an essential part of quality care that is based on rights and focuses on the individual. This is why our [Strategic Equality Plan](#) recognises that people should be able to express themselves in the language they are most confident in when dealing with us (p. 26).

Last year we reported on an effective practice by the adult and children's services of keeping a comprehensive record of language choice in order to match Welsh speakers with users of Welsh services. Following Care Inspectorate Wales' recognition, the services will build on their good work and consider how arrangements could be strengthened for identifying the language in which people wish to communicate in writing.

You can read the full report on the [Care Inspectorate Wales](#) website.

My Anglesey Account

At the end of the year we launched My Anglesey Account, which is our new customer relationship management system. You can use it on a computer, laptop, tablet or smartphone to make requests for services such as:

- Waste collection
- Submitting a planning application
- Applying for a place in a school
- Paying Council tax

It asks customers to note their preferred language when creating an account, but also asks for a preferred language for receiving a reply to each individual request. On receiving the request, the responsible officer must answer it in accordance with the customer's choice, either in Welsh, English or bilingually. By encouraging the officer to answer in the customer's language of choice, My Anglesey Account gives us better assurance that we comply with the standards and offer a better service to users.

The fact that the system is under the full control of our Digital Services team also allows us to respond better when things go wrong. We know from various complaints that problems arise from time to time with digital services. Being able to solve problems immediately, without relying on a third-party company who may not understand our Welsh language duties, is an important development for us.

Corporate identity

We reported last year on the work of incorporating the Welsh language and identity into our digital corporate identity by changing to the website domain www.ynysmon.llyw.cymru / www.anglesey.gov.wales. All members of our staff now have an email address that uses the same domain.

We set out to make this change in stages to reduce the burden and risk to our services. Firstly, we changed the website address on 1 March 2022 with the email addresses following in June 2022. By maintaining the old email addresses for a period, the risk of losing messages was mitigated.

There is one step left, which is to include our new website and email address in our materials and publications. This is ongoing work that will be carried out as different materials are updated or reach the end of their life. Its completion will mean that the Welsh language is reflected in every aspect of our digital corporate identity.

Working in partnership

We are fortunate that so many of our partners on Anglesey share our vision for the language. We know that working together, influencing and sharing expertise is crucial to the development of the Welsh language in our area.

One clear example of working in partnership to promote and facilitate opportunities to use the language is our work with our schools. Our Learning service received a positive inspection from Estyn this year which recognised the Welsh medium provision of our schools:

The work to strengthen Welsh-medium provision is ongoing, with a number of elements, such as the support for latecomers, being **good practice in the authority**.

At the inspectorate's request, the service will prepare a case study on its work to strengthen the Welsh language to share with others on the Estyn website. You can read the report in full on the [website](#).

Anglesey Welsh Language Forum is also a permanent strength for us. The forum met regularly over the year and we were pleased to hold two of the meetings in our offices. We had the opportunity to hear from several of the partners about their work to strengthen the language in their areas, as well as sharing some of our own practices. Contributions from the Council's services included:

- Regeneration and development of the economy
- Youth service
- Policy and the Welsh language
- Regular item on education from the Learning service

Encouraging collaboration between the partners is one of the main objectives of the forum. The annual action plan includes several collaborative projects all with the aim of promoting and facilitating opportunities to use the language.

You can read more about the work of the forum on our [website](#).

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

Policy Portal

This year our staff's understanding of the requirements of the service delivery standards was assessed. The Policy Portal, an electronic performance management system, is an important part of our governance arrangements. Its purpose is to share information about key policies and allow us to monitor who has read and accepted it. Welsh language standards are one of the key corporate areas and presented to staff every two years.

On 23 March this year, we shared a summary of the requirements of the standards. It contained information about:

- offering a choice of language when dealing with people on the phone and face to face;
- sending correspondence and preparing documents and
- displaying posters and other materials.

981 (96%) of the staff who were expected to complete this task had done so at the latest count. Overall, understanding of the requirements of the standards was good. However, the results showed that we need to raise awareness of one specific requirement, which is to ensure that face-to-face conversations are conducted entirely in Welsh if that is the customer's choice.

We chose the question on document preparation carefully. This was to respond to a request from the Welsh Language Commissioner to raise awareness of the requirements of **standard 49**. This is the standard which says that all our English documents need to clearly state that they are also available in Welsh.

Corporate induction

We welcomed 145 new members of staff during the year. All of them received a presentation on the requirements of the service delivery standards as part of their corporate induction. Meeting new colleagues was also an opportunity for the Policy and Welsh language team to share work language resources, namely a badge, an email signature and the background of a virtual meeting to show others that they speak or learn Welsh.

Also this year, each of our 35 councillors were invited to a language awareness session by our Policy and Welsh Language Manager. The training was held on-line on different dates and included information about the requirements of the standards and the expectations regarding elected members.

Effective practice

Examples of effective practice by services that proactively manage their own performance include:

A new customer relationship management (CRM) service only allowing officers to answer inquiries in the customer's language of choice

Social Services
Complaints Officer
carrying out a mystery
shopper survey of
telephone services

Social Services keep a comprehensive record of language choice in order to match Welsh speakers with service users



The Digital Services Team prevents the publication of any non-Welsh content on our website

Welsh language champions of the Housing service helping to proofread the work of their colleagues

Translation

As usual, the support of the Translation service is essential to meet our duties under the standards. The team translated over **two million words** this year and provided a simultaneous translation service in **267 meetings**. The workload continued to be high, but a great deal was once again achieved including the completion of the upgrade of the simultaneous translation equipment in the Council chamber and our committee room.

2021-22	2022-23
2,231,916	2,204,718
Words translated	Words translated

Direct checks

Compliance surveys

Our Policy and Welsh Language Promotion Officer conducted secret shopper surveys of our receptions this year. This meant visiting the following receptions to test the Welsh language service available:

- Anglesey Archives
- Penhesgyn and Gwalchmai recycling centres
- Anglesey Business Centre
- Menai Bridge, Plas Arthur, Amlwch and Holyhead leisure centres
- J. E. O'Toole Centre.
- Contact Môn (our head office reception)
- Amlwch, Benllech, Beaumaris, Holyhead, Llangefni, Menai Bridge and Rhosneigr libraries

The officer looked for evidence that a language choice poster on display, that staff wore a work language badge and used Welsh proactively with customers.

Overall, the findings were positive with Welsh being widely used across the range of receptions. Some differences were noted between receptions that are more traditional and corporate in nature compared to service locations, such as the recycling centres. The findings suggested that we have further work to do to ensure that working language badges are widely used by officers in these locations.

We set out to distribute language choice posters to restore compliance in those locations where a poster or sign did not welcome the use of the Welsh language.

Understanding user experience

First Contact: Gwynedd and Anglesey Local Services Board research project

We had the opportunity this year to collaborate with other public bodies in the region to learn more about what motivates the users of our receptions to use Welsh or not. The members of the [Gwynedd and Anglesey Local Services Board](#) – which includes us, Gwynedd Council, Betsi Cadwaladr University Health Board, Bangor University, Grŵp Llandrillo Menai, North Wales Police, North Wales Fire and Rescue Service and others - came together as part of an innovative project, 'First Contact'.

The project was driven by a common concern among the members of the Board that some Welsh speakers do not use the language with us, and a desire to know what we could do to change that. Therefore, we worked with **laith Cyf.** experts. to observe the habits of visitors to some of our popular receptions.

One of the main findings of the work was that our staff have a key role to play in creating a bilingual and welcoming atmosphere. With the help of laith Cyf. we prepared a quick guide to support them. It includes top tips such as reminding staff that speaking the language with colleagues is a clear sign to customers that a Welsh language service is available.

The guide and training on its content has been shared with our reception staff. It will help us meet the requirements of **standard 81** which places a duty on us **to promote our Welsh-medium services.**

Complaints and compliments

We received four complaints this year, creating suspicion of a failure to meet the service delivery standards. One less complaint than the number we received last year.

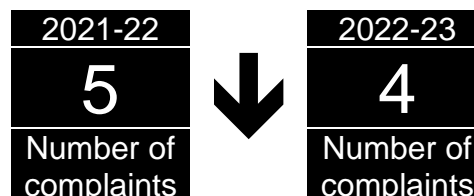
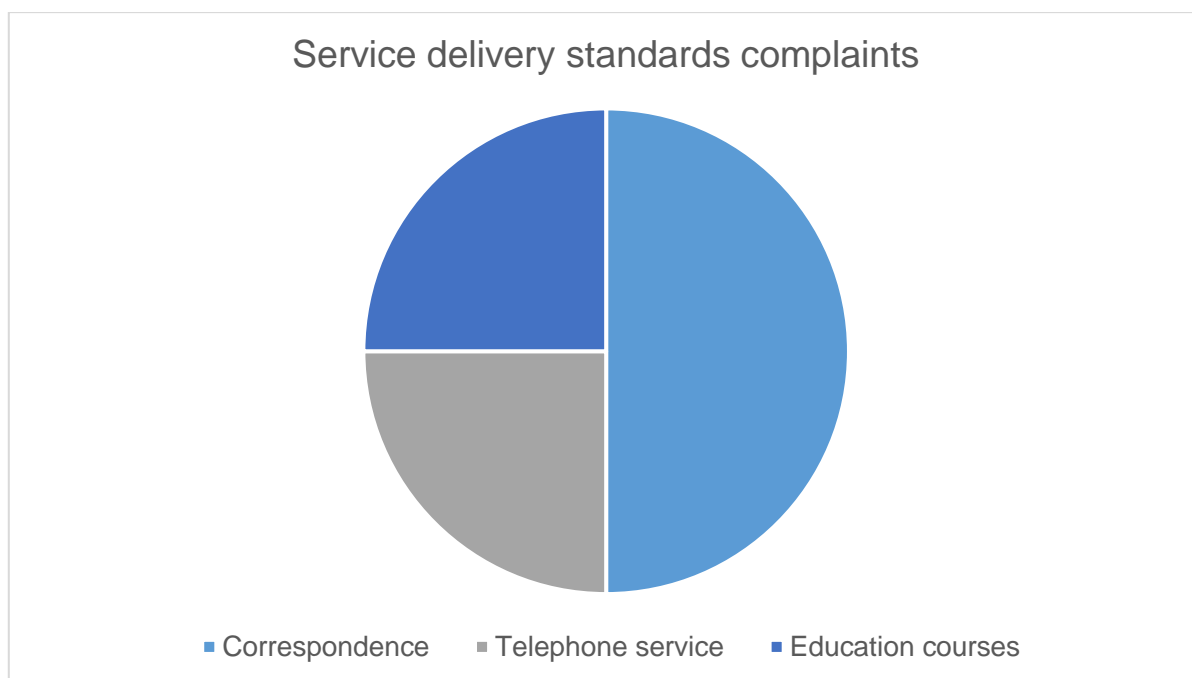


Figure: Service delivery standards complaints by subject



Most complaints this year (two) were about correspondence and **created a suspicion of failure to meet standard 1**. One complainant received an email message in English acknowledging receipt of a request for nappy waste collection. This was a failure by our customer relations management system to identify the preferred language and we apologised to the complainant. Our Digital Services team raised the issue with the system provider who made sure that all applications were recognised bilingually.

Since March 2023 we have a new customer relations management system which means that our Digital Services team has full control over the service. This makes respecting our customers' choice of language and solving technical problems that arise from time to time easier.



Another complainant received an email from us which contained a reference to a website that was not available in Welsh. Although the website was not our responsibility, we apologised to the complainant for the situation.

There was one complaint about telephone service and was concerned that a message while waiting to be contacted was unclear in Welsh. **This created a suspected failure to meet standard 22**. The issue was immediately rectified by our Communications team.

The last was a complaint about the use of English by a leisure centre instructor. **It created a suspicion of failure to meet standard 36** which says that we should not treat the Welsh language less favourably in public events, including events in leisure centres. This was resolved by discussing with the member of staff and offering support to boost their Welsh skills. Following this one of the users of the leisure centre contacted us to praise the trainer's efforts.

To ensure that we reflect on and learn from complaints about our use of the Welsh language, we prepared a quarterly compliance report to present to the Welsh Language Promotion Group. As well as addressing complaints, and any enforcement work by the Welsh Language Commissioner, the report notes the praise we receive for our Welsh language services.



“It was a pleasure to hear [the instructor] speak Welsh in the lesson tonight. They were keen to know the Welsh words so that they could guide us in Welsh, such as stand, sit, flat lane, climb.”

Leisure centre user

“It is a pleasure to walk into the house and hear the carers singing Welsh songs and hymns because they understand that the sound calms [the person receiving their care].”

A loved one of a person receiving care

Standards enforcement

We received a letter from the Welsh Language Commissioner in relation to the complaint about an email that contained a reference to an external website. After receiving information from us about the circumstances, the Commissioner decided not to open an investigation into the complaint.

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.

2022-23

70

Covering reports

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.

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 two complaints this year relating to the policy making standards. Like last year, there was a specific trend in the complaints which were concerns about Welsh place names.

2021-22

4

No. of complaints



2022-23

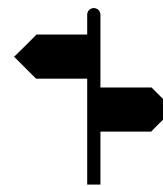
2

No. of complaints

One was about road signs using unofficial names on beaches and linked to **our language policy's commitment to only use official forms** when referring to places. Our [list of place names](#) says that Porth Tywyn-mawr is the correct name, however the unofficial English name 'Sandy Beach' can also be seen on one of our road signs. This is an old sign that was installed before the policy was adopted.

We will correct it when it comes to the end of its life to make sure that only the correct Welsh name has been entered.

Another agency was responsible for a road sign that indicated Traeth Niwbwrch rather than Llanddwyn. We contacted the body to note the complaint and asked them to correct the sign.



The second complaint praised the decisions of other public organisations to adopt only Welsh forms of their names and called on us to do the same. We thanked the complainant for raising an issue and explained that we would consider his proposal when reviewing our Welsh language policy in due course.

Operational standards

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.

This part of the report also explains how we are working towards achieving the following aim in our [Welsh language policy](#):



The Council's aim is to ensure that Welsh will be the main language of the Council's internal administration, both verbally and in writing. In order to achieve this the Council will monitor progress annually by publishing a report on it to be submitted to the Scrutiny Committee at the same time as the annual report on the implementation of the Welsh language policy.
Clause 3.2.4

Managing performance

Recruiting

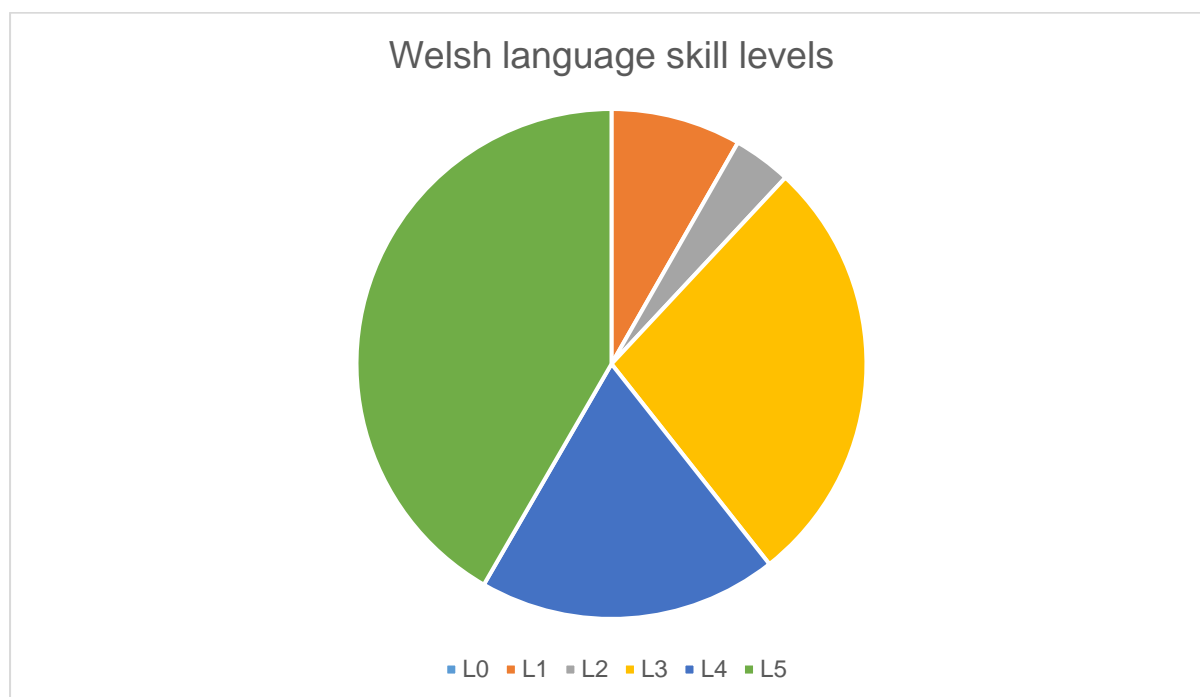
Since adopting our Welsh language policy in 2016, we have taken great strides towards achieving our goal of making Welsh the main language of our internal administration. This is mainly due to the robustness of our **recruitment and selection policy**.

Since the introduction of guidelines on the designation of language skill levels in 2019, there is an element of ability in the Welsh language linked to every job we advertise. The guidelines have succeeded in setting clear expectations on managers and applicants alike. Only following failure to appoint and receive the consent of our **recruitment panel** is it permitted to advertise a position as one where skills in the language are desirable, with a commitment to learn.

We did not advertise any jobs with desirable Welsh skills this year. Since 2019, we have only advertised jobs of this nature on four occasions. This gives us assurance that almost every new member of staff has an element of ability in the Welsh language. It is fair to recognise that adopting this policy reduces the market of qualified candidates for jobs with us. However, we believe that this is a fundamental step that shows a definite commitment to meet the aim of our language policy.

Most jobs advertised by us this year required the highest level of Welsh language skills; level five according to our language skills framework (available in appendix two). Less than a quarter of all jobs required level one and two. This means that most positions require candidates with intermediate Welsh language skills of level three and above according to the framework.

Figure: Welsh language skill level of jobs advertised



Being an inclusive employer is also important to us. For that reason the Policy and Welsh language and Training teams worked together to raise awareness of the support available to improve the Welsh language skills of our staff.

We know from anecdotal evidence from recruitment fairs that potential candidates understand that we value Welsh language skills. In response to this finding, our Policy and Welsh Language Promotion Officer attended several events during the year together with our Human Resources officers. The idea was to explain to potential applicants that support is available to improve their Welsh skills and help them fill in application forms. Our aim is to ensure that the language is not seen as an obstacle to trying for a job with us and to ensure that people understand that there is a range of jobs available regardless of their level of Welsh.

Good practice

We have seen a significant increase in our use of spoken Welsh. Welsh is now the natural language of all but two of our committees. All the meetings of our highest levels of management take place in Welsh, namely the meetings of our Leadership Team and our Corporate Management Team. Our main officers are also Welsh speakers which means that a considerable proportion of management meetings take place in Welsh.

All our mass communication materials are bilingual. We know from engagement work with colleagues that many Welsh speakers prefer to receive materials like this in both languages. Data shows that the numbers who choose to read Welsh Challenge of the Month in English are higher than the numbers who read it in Welsh, for example. This suggests that we have further work to do to increase confidence among our staff if we want to make Welsh the main written language.

However, Welsh names on many of our internal services are well established and demonstrate our commitment to incorporating the language into every aspect of our corporate identity. Here are some examples:

- Encil Môn: An area for staff to meet for a chat over a cup of tea or lunch
- Manteision Môn: Salary savings plan
- MapMÔN: Comprehensive information related to postal addresses
- Medra Môn: Staff newsletter
- MônITor: Intranet
- Y Ddolen: Mass email messages

Rolling programme

To meet the aim of the language policy, we have adopted a deliberate gradual approach to increase the use of the Welsh language internally by working intensively with services in turn. This is to ensure that the necessary support is in place to increase the use of the language orally and in writing.

This year we started collaborating with the following teams offering various support depending on their needs:

- Anglesey Business Centre
- Children and Adults Services
- Information technology

One team followed Bangor University's behaviour change methodology, ARFer. The intention of the program is to change language habits to enable colleagues who can speak Welsh (but have established the habit of using English) to use more Welsh at work.

For another team we developed a resource pack which included videos and vocabulary relevant to their work. With the third team we agreed on a program of sessions with our Policy and Welsh Language Promotion Officer to give officers the opportunity to practice their Welsh skills.

So far we have worked intensively with **six** teams in total. The work of supporting the Leisure, Public Protection and Housing teams continues and champions have been identified to assist us.

In addition to the work with the teams, our Policy and Welsh Language Promotion Officer worked closely with **15** members of staff to help them find suitable support. The support varied from formal learning courses to casual conversations with the officer to boost their oral skills.

We restarted our weekly cuppa and chat sessions at Encil Môn which offers officers the opportunity to call into our headquarters for an informal chat with colleagues. Due to the popularity of the sessions, we decided to hold a second weekly session specifically for new Welsh speakers.



“Thank you for today. I feel more confident speaking Welsh, only after having two conversation sessions with you. Thanks for that.”

“May I take this opportunity to say thank you for all your support and because of these few sessions I now speak more Welsh than ever.”

A colleague receiving support

Understanding user experience

Training Data

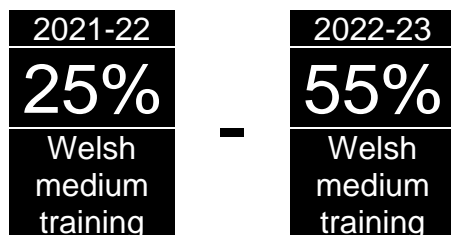
15 officers took advantage of Welsh learning courses this year, which is the same number as last year. The courses ranged from entry level to advanced level and were offered online, in class or a combination of the two mediums. Two officers attended a residential course at Nant Gwrtheyrn.



The Welsh in the Workplace page is available to all our staff on our e-learning site, y Gronfa Ddysgu. It includes elements such as:

- a quiz, which Welsh language support is best for me;
- Welsh in the Workplace course;
- Welsh challenges of the month; and
- various reading materials.

The site received **1,900** visits during the year.



One significant indicator of progress against the goal of the language policy is the numbers who chose to receive training this year in Welsh. 640 of our officers chose to attend an internal Welsh medium course compared to 195 last year.

Opinion survey

In April 2023 we reached out to members of our Corporate Management Team (which includes the heads of each of our services) to ask their opinion about our translation service. The purpose of sending the questionnaire was to help us monitor performance and improve the service. The response was positive with everyone rating the different elements of the service as very good or excellent.



“Excellent, friendly and timely service every time. I am extremely grateful for your support, especially as I am not confident in my written Welsh.”

Fôn Roberts, Director of Social Services

“The team is always ready to assist us and respond promptly. We really appreciate the service.”

Christian Branch, Head of the Economy Regulation and Development Service

There were some minor comments and inquiries about specific elements of the service and the Translation Service Manager responded to those issues as necessary leading to securing further minor improvements to the service offered.

Complaints

We did not receive any complaints this year relating to the requirements of the operational standards.

Looking forward

Here is a glimpse of some of the developments planned for the coming year:

-  Research into recruitment
-  Collaborate with the Welsh Language Commissioner
-  Revisit our guidelines on internal use of the Welsh language
-  Raise awareness of our practices and influence others
-  Promote our workplace as a Welsh speaking space
-  Analyse the 2021 Census results

As we noted last year, it is a source of pride that so many of our staff have Welsh language skills. We are also proud of our success in appointing Welsh speakers to a range of different positions. Nevertheless, recruitment can be challenging at times, especially as the number of public organisations requiring language skills from applicants increases. We will collaborate with our partners who are part of the Gwynedd and Anglesey Local Services Board to research this area, identify effective practice and share the findings.

We will pay more attention to our internal use of Welsh and collaborate with the Welsh Language Commissioner on a project to establish administration models that other organisations can learn from. We hope that this project will not only be an opportunity to share our good practice with others but will help us develop ourselves further.

We feel we have a lot to be proud of and we will do more to raise awareness of that. We know that we have a responsibility as Anglesey's main employer to offer ourselves to young people in the area as a workplace where they could use their Welsh skills. As part of the ARFOR 2 program we will consider how we can promote the Council as a Welsh language space that offers people the opportunity to use and develop their Welsh.

We will also analyse the 2021 Census data to better understand the trends affecting the population of Anglesey and the use of the Welsh language in our communities. By improving our understanding of the challenges that affect different parts of the population we can tailor our efforts to promote and facilitate opportunities to use the language.

Conclusion

The year ended with a sense of stability not felt for some time. It was great to see colleagues taking advantage of our hybrid working plan and spending more time in the office in the company of others. These opportunities to interact are important to practice and gain confidence in the Welsh language and the feedback from our coffee and chat sessions has been positive.

By collaborating with our Training team, this year we will turn our attention to our confident Welsh speakers who are keen to polish their presentation and writing skills. As we did last year with less confident users of the Welsh language, we will tailor the support to the needs of the individuals. By working together with key individuals, we intend to further increase our goal of making Welsh the main language of our internal administration.

With the Welsh language a priority area in the Council's plan, the language will have a key place in all our plans over the next five years.

June 2023

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 by 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	Nifer
Service delivery	4
Policy making	2
Operational	0
Total	6

Table 2: Complaint details

Complaint	Standard group	Details
2022/23-01	Service delivery	Unclear Welsh information on a telephone recording while waiting to contact the Housing service telephone helpline.
2022/23-02	Policy making	Complaint about an unofficial English name under the correct Welsh name on a road sign.
2022/23-03	Policy making	Call on the Council to adopt a monolingual Welsh name and only use Welsh place names and geographical features.
2022/23-04	Service delivery	An English language email acknowledging receipt of a waste collection request.
2022/23-05	Service delivery	An alleged lack of use of the Welsh language at a leisure centre fitness class.
2022/23-06	Service delivery	Reference in correspondence to an external website that did not operate in Welsh.

Table 3: Other complaints

No.	Comment
1	Lack of Welsh telephone service from the IT help desk (internal service).
2	Alleged failure to comply with a Welsh language policy clause which refers to publishing a report on progress against the aim to make Welsh the main language of internal administration.

Appendix 2: Employment, training and recruitment data

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

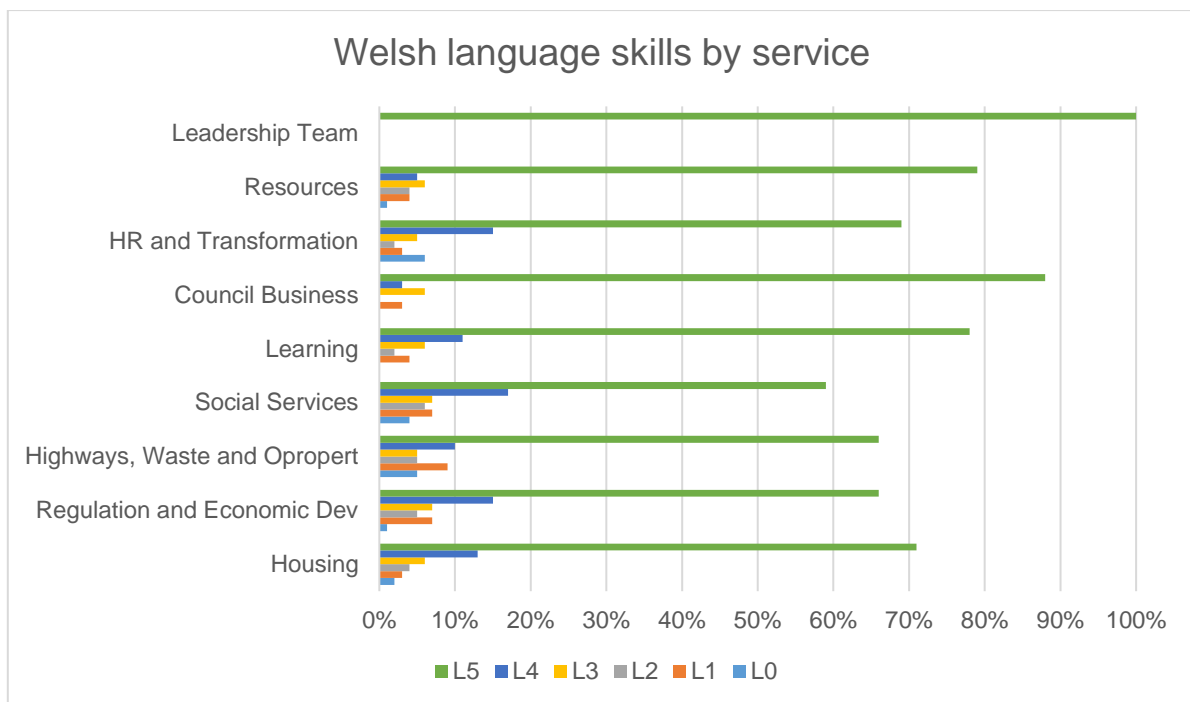
- Able to speak the language in the majority of situations using some English words
- Able to follow the majority of conversations involving work including group discussions
- Able to read the majority of material in own area
- Able to prepare the majority of written material related to the area, with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

The number of staff employed in each service has increased but the percentages show a small change compared to last year. It appears that some services have increased the Welsh language skills of their officers, while others have decreased slightly (around 1% less).



Leadership Team (includes chief executive, deputy, directors and personal assistants)

No. of officers in service: 10
 No. of returns: 9
 Percentage of returns: 90%

Level	L0	L1	L2	L3	L4	L5
Number	0	0	0	0	0	9
Percentage	0%	0%	0%	0%	0%	100%

Resources

No. of officers in service: 96
 No. of returns: 95
 Percentage of returns: 99%

Level	L0	L1	L2	L3	L4	L5
Number	1	4	4	6	5	75
Percentage	1%	4%	4%	6%	5%	79%

Human Resources and Transformation

No. of officers in service: 97
 No. of returns: 87
 Percentage of returns: 90%

Level	L0	L1	L2	L3	L4	L5
Number	5	3	2	4	13	60
Percentage	6%	3%	2%	5%	15%	69%

Council Business

No. of officers in service: 34
 No. of returns: 33
 Percentage of returns: 97%

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

Learning

No. of officers in service: 85
 No. of returns: 85
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	3	2	5	9	66
Percentage	0%	4%	2%	6%	11%	78%

Social Services

No. of officers in service: 690
 No. of returns: 671
 Percentage of returns: 97%

Level	L0	L1	L2	L3	L4	L5
Number	26	45	43	45	112	400
Percentage	4%	7%	6%	7%	17%	59%

Highways, Waste and Property

No. of officers in service: 311
 No. of returns: 307
 Percentage of returns: 99%

Level	L0	L1	L2	L3	L4	L5
Number	15	28	16	14	31	203
Percentage	5%	9%	5%	5%	10%	66%

Regulation and Economic Development

No. of officers in service: 287
 No. of returns: 276
 Percentage of returns: 96%

Level	L0	L1	L2	L3	L4	L5
Number	3	19	13	19	41	181
Percentage	1%	7%	5%	7%	15%	66%

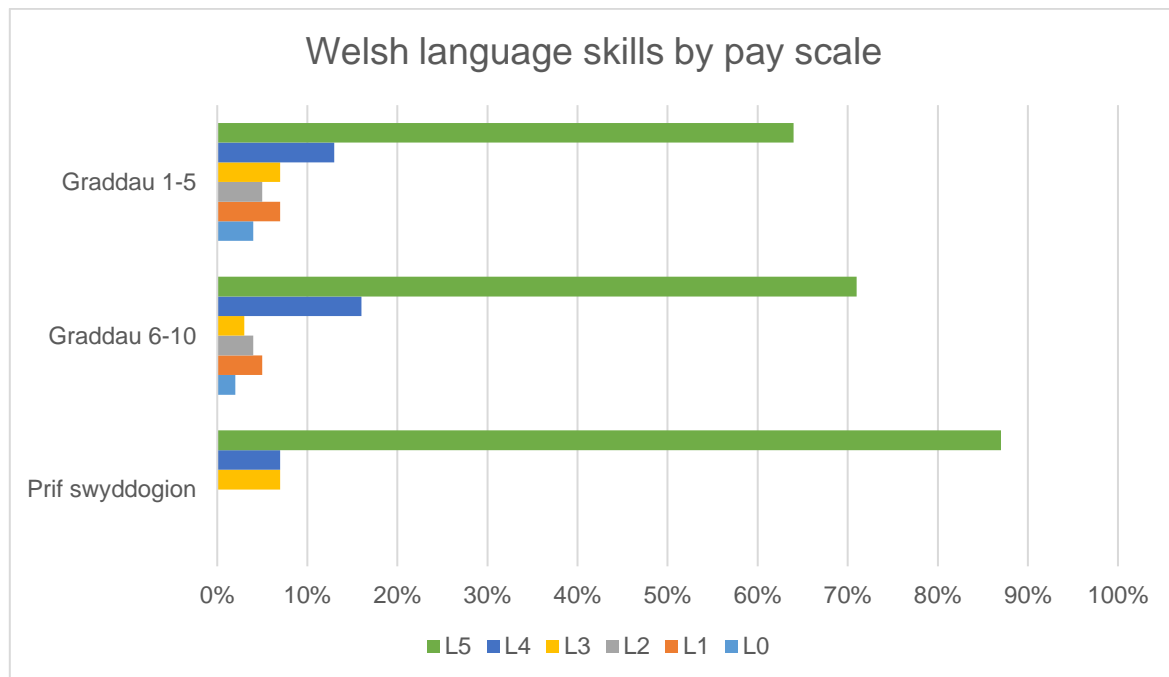
Housing

No. of officers in service:	175
No. of returns:	173
Percentage of returns:	99%

Level	L0	L1	L2	L3	L4	L5
Number	4	6	7	11	23	122
Percentage	2%	3%	4%	6%	13%	71%

Welsh language skills by pay scale

Language levels in grades 1-5 have decreased slightly but there has been a big change to the number of staff in this bracket. The data continues to show that the majority identify language skills at level 5. The language levels of grades 6-10 and principal officers, which include senior officers and managers, remain consistent.



Grades 1-5

No. of workers on scale:	1316
No. of returns:	1274
Percentage of returns:	97%

Level	L0	L1	L2	L3	L4	L5
Number	46	85	70	90	165	818
Percentage	4%	7%	5%	7%	13%	64%

Grades 6-10

No. of workers on scale:	440
No. of returns:	431
Percentage of returns:	98%

Level	L0	L1	L2	L3	L4	L5
Number	8	20	18	12	68	305
Percentage	2%	5%	4%	3%	16%	71%

Principal Officers

No. of workers on scale:	15
No. of returns	15
Percentage of returns	100%

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

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	Number
Entry	5
Foundation	3
Intermediate	1
Advanced	3
Gloywi (Improvement)	3
Total	15

Training course language

Our aim is to identify and keep a record of the language medium of each of our internal training sessions. It is important to note that the recording options of our Human Resources system are not ideal for collecting such data - although adjustments are made manually to ensure that the data is as current as possible - when considering the figures below.

Courses described as 'bilingual' mean that either the instructor can present the session bilingually or that simultaneous translation provision is available. It means that officers can ask and answer questions in their chosen language.

The table below considers training that has been offered internally over the year and shows the number of members of staff who attended training courses through the medium of Welsh and Bilingual during the year.

	2021-22	2022-23
Number of Welsh language training courses attended	195	640
Number of bilingual training courses attended	711	349
Percentage of total number of training courses that were in Welsh	25%	55%

Compared to last year's figures, the numbers who chose to receive training in Welsh have increased significantly.

Job categorisation

In 2019 we published guidelines setting out a minimum level of Welsh language skills for different jobs. Although we continue to categorise jobs in accordance with the requirements of the standards, rarely do we consider Welsh language skills desirable. Instead, there is an element of skills in the Welsh language associated with each job which is proportionate to 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.

	Number
Level 1 Welsh language skill posts advertised	47
Level 2 Welsh language skill posts advertised	21
Level 3 Welsh language skill posts advertised	156
Level 4 Welsh language skill posts advertised	108
Level 5 Welsh language skill posts advertised	237
Posts that required no Welsh language skills	0