

ISLE OF ANGLESEY COUNTY COUNCIL <u>Scrutiny Report</u>	
Committee:	Partnership and Regeneration Scrutiny Committee
Date:	19 June 2024
Subject:	Welsh language annual report 2023-24
Report purpose:	Submit annual report for scrutiny prior to seeking delegated approval for publication
Scrutiny chair:	Councillor Dylan Rees
Portfolio members(s):	Councillor Dafydd Roberts
Head of service:	Lynn Ball, Director of Function (Council Business) and Monitoring Officer
Report author:	Ffreuer Owen, Policy and Welsh Language Manager
Telephone no.	01248 752520
E-mail:	FfreuerOwen@anglesey.gov.wales
Local members:	Relevant to all elected members

1. Recommendation

The Committee is invited to scrutinise and comment on the annual Welsh language report for 2023-24 prior to its submission for delegated approval by the portfolio holder for publication.

2. Link to Council Plan / other corporate priorities

- The 2023-28 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 2021-26 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 2023-24

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. What impact does making Welsh a strategic objective in the Council's Plan have on the language's status within the Council?
- ii. What is the reason for the increase in the number of officers receiving Welsh language training?
- iii. What additional information 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.

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>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 2023-24.</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

Welsh language annual report 2023-24

How we went met our duties, promoted and facilitated opportunities to use the Welsh language



Publication date: June 2024

Mae'r cyhoeddiad hwn ar gael yn Gymraeg 

Welsh language 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,
- the ways in which we promoted and facilitated opportunities to use Welsh, and
- how we ensured that the language was treated no less favourably than the 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.

Policy and Welsh Language Team
Anglesey County Council
County Office
Llangefni
LL77 7TW

Telephone: 01248 75 00 57
Email: Welsh@anglesey.gov.wales

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

Related documents

Compliance notice under Section 44 of the Welsh Language (Wales) Measure 2011; Welsh Language Policy; Welsh Language Promotion Strategy 2021-2026; Council Plan 2023-2028. All available on our [website](#).

Contents

Foreword.....	1
Executive summary	2
Looking back over the year	3
Welsh language services.....	5
Internal use of Welsh	7
Look forward.....	9
Appendix 1: Complaint data.....	11
Appendix 2: Employment, training and recruitment data.....	13
Appendix 3: Background to the report	19

Foreword

This Council has a long tradition of offering Welsh language services to the people of Anglesey. Over the past few years, we have made great strides in making Welsh the main language of our administration. Our internal use of Welsh has developed over time in a way that suits us as a Council. We have deliberately chosen to work steadily to bring people with us and build on the goodwill of our officers, elected members and residents towards the language.

Making Welsh a strategic objective of our Council Plan for 2023 to 2028 is an important development that reflects the status of the language within our work. The objective aims to increase opportunities to learn and build confidence to use the language. A measure of success this year is the fact that the numbers of our staff receiving Welsh language training have almost tripled. Courses range from intensive foundation level training to confidence building programmes. It is gratifying to know that we now have three classes of keen learners who meet regularly, and we wish them well as they move on to the next stage of their learning.

Along with our robust recruitment policy, supporting our staff to be confident users of the language is key to delivering quality Welsh language services. It was a particular source of pride this year to be told by the Welsh Language Commissioner that we had met all of the Welsh language standards inspected by the office. We would like to thank our officers for their hard work to earn this commendation.

As well as maintaining quality services we have a responsibility to use our influence for the greater good. This year was another year of working with our partners to promote the Welsh language. It was a privilege to take part in national events in Cardiff and the National Eisteddfod and highlight the work taking place here On Anglesey to maintain and promote Welsh as a living language in our communities.



Councillor Llinos Medi
Council Leader



Councillor Dafydd Roberts
Education and Welsh Language
Portfolio Holder



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:

- 

Status for the language in our Council Plan
- 

More learning and developing their Welsh skills
- 

Using our influence to promote the language locally
- 

National attention to our work
- 

Full compliance with Welsh language stanrads



A word about our Welsh language services

"In light of all the evidence gathering we send this letter to congratulate the Council on full compliance with the standards inspected."

Welsh Language Commissioner

"The Welsh language is recognised and valued as an important part of the identity of people and the local community where the [care] home is located."

Care Inspectorate Wales

Looking back over the year

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

Status for the Welsh language

Making Welsh a strategic objective of the Council Plan cements the language's prominent place in our work and administration. It also means that we regularly report on progress against the objective as part of our performance management processes.

This year, the Welsh Language Promotion Group developed new indicators that, if approved, will be report on and scrutinised on a quarterly basis.

Officers learning and developing

One of the greatest achievements of this year is the significant increase in the numbers of our officers receiving Welsh language training. The numbers almost tripled, from 15 last year to 43 this year. There are several reasons for this increase:

- Goodwill among our officers towards the Welsh language and a desire to build confidence
- Line managers' support to free up officers to attend training
- Awareness campaigns by our Learning and Development and Policy and Welsh Language teams
- Collaboration with our learning provider Learn Welsh North West

Thanks to the National Centre for Learning Welsh's 'Work Welsh' programme we have secured financial support to run three Welsh language classes. Two at foundation level and one at intermediate level, maintained by two part-time tutors.

To support our learners, we launched a new dashboard on our e-learning platform – The Learning Pool – which brings together all sorts of resources to help them with her work.

Compliance with Welsh language requirements

We received a letter from the Welsh Language Commissioner confirming that we had complied with all standards inspected by the office this year. This is our first time receiving such a letter which provides assurance that we continue to provide quality Welsh language services to the people of Anglesey.

Promoting the language locally

As well as providing services, we have a responsibility to promote the Welsh language within and beyond the Council. To do this successfully we must collaborate and innovate.

We launched several campaigns this year that bridge Council services and directly influence people in our communities. Two of these are:

- Trauma Informed Anglesey; and
- Age Friendly Island

These work programmes affect some of our most vulnerable residents, namely children and young people who have endured extraordinary experiences and older people who are dependent on us for support. We know that receiving first language services has a direct impact on wellbeing and Welsh is a central consideration of this work.

MônActif and our youth services run regular bilingual activities which offer regular opportunities for our children and young people to use Welsh. Continuing to collaborate with the Urdd will be a priority as we look forward to welcoming the youth Eisteddfod here in 2026.

National attention to our work

We received several invitations this year to share information about our practices at national events. Our Policy and Welsh Language Manager took part in events organised by Audit Wales in Cardiff and Llandudno. The purpose of the sessions was to celebrate organisations that are making good progress against the national well-being objective of creating a Wales of vibrant culture where the Welsh language thrives.

In a panel discussion organised by the Welsh Language Commissioner at the National Eisteddfod, the manager highlighted the impact of our Welsh language promotion strategy and the steps we have taken to promote the language.

Welsh language services

This section summarises steps to comply with service delivery and policy making standards. Service delivery standards focus our interactions with the people of Anglesey. Among other things, they relate to how we deal with people over the phone or in person, our publications with our online presence. Under the policy-making standards we must also consider the impact of our decisions on the Welsh language.

Performance management

Indicators

The Welsh Language Promotion Group developed new indicators which will be reported quarterly to our modernisation boards as part of the performance management prowess of the corporate board rating and our annual delivery document. You can read more about these processes in the Council's plan.

Self-assessment

Our corporate management team assessed their services' compliance with Welsh language duties. There was general assurance that services meet the requirements of the standards and our language policy. This is mainly due to our officers' Welsh language ability and a high level of awareness of the requirements.

Some challenges were identified, specifically difficulties in recruiting qualified officers to posts of a specialist nature. We also discussed the challenges of outsourcing services to companies that do not understand the bilingual nature of our work. Collaborating with private companies, which primarily provide technical expertise, often involves significant extra effort from our officers to make sure services work bilingually.

Welsh Language Promotion Group

The group met four times during the year to consider our plans to promote and develop our use of Welsh. Among other developments, the discussions resulted in:

- developing new Welsh language indicators,
- promoting the Welsh version of the green waste collection registration form to increase use of Welsh on our website
- creating a resource to help managers support staff receiving Welsh language training
- improved communication with elected members about training and resources to develop their Welsh language skills; and
- hosting an event to launch a new Welsh language dashboard on the Learning Pool

Effective practice

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

Each page of our website clearly stating that we welcome contact in Welsh and that our documents are available in Welsh

New Scrutiny Charter emphasising the need to assess the impact of decision on the Welsh language

The Learning and Development team's email signature linking to our Welsh language policy



Audit team sharing a Welsh word of the day

Lesuire Welsh language champions meeting regularly

Translation

As always, 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 simultaneous translation in **255 meetings**.

2022-23	2023-24
2,204,718	2,010,291
Words translated	Words translated

Direct checks

Compliance surveys

Our Policy and Welsh Language Promotion Officer carried out secret shopper surveys of our telephone services this year which found high levels of compliance with the requirements of the standards and our language policy. They found that officers greeted callers in Welsh and had the skills needed to deal with calls in Welsh.

Understanding user experiences

Complaints

We received seven complaints this year which created suspicion of a failure to comply with Welsh language standards. Four of them about delivery standards and three about the policy making standards.

2022-23	2023-24
4	7
Number of complaints	Number of complaints

Two of the complaints were submitted to us by the Welsh Language Commissioner. The Commissioner decided not to investigate one of them and, at the time this report was prepared we are awaiting a decision in relation to the second complaint.

You can see the details of the complaints the attachments.

Internal use of Welsh

This part of the report summarises steps to encourage the use of Welsh in our administration and to support our officers and councillors to use the language at work. It also explains how we are actively working towards achieving the following goal 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

Performance management

Recruitment

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.

We welcomed **129** new members of staff during the year. They all received a presentation on the requirements of the standards as part of their induction. Meeting new colleagues also gave the Policy and Welsh language team the opportunity to share work Welsh resources, namely a badge, email signature and virtual meeting background to show others that they can speak or are learning Welsh.

Regional research

As a key member of the Gwynedd and Anglesey Local Services Board Welsh language sub-group, we had the opportunity to lead innovative research into the field of recruitment. The project – which will report its findings in June 2024^[DS1] – aims to help organisations recruit more Welsh speakers by reducing any barriers to applicants.

A number of local and national organisations working across north Wales have taken part in the work and we hope others can learn from some of our practices.

Modelling our internal use of Welsh

We had the opportunity this year to be part of a collaborative project led by the Welsh Language Commissioner. The project aims to identify different models of administration so that practices can be shared with other organisations looking to increase their internal use of Welsh.

The other main partners of the project are the Welsh Government, Carmarthenshire County Council and Natural Resources Wales^[DS2]. We had the opportunity to share information about our internal use of Welsh which will eventually be shared with other organisations who want to make Welsh their main language as an example to emulate.

We will continue to take part in the project – which also includes consultative partners such as the Coleg Cymraeg Cenedlaethol and the National Centre for Learning Welsh – next year and hope that the work will be of use as we review our Welsh language policy.


Understanding user experiences


	2022-23		2023-24
Training data			
43 officers took advantage of Welsh language learning courses this year, a significant increase on last year. Courses ranged from entry level to higher level and were offered online, in a class or a combination of both mediums. One officer attended a residential course at Nant Gwrtheyrn.	15	–	43
	Welsh language learning courses		Welsh language learning courses


To support officers learning or polishing their Welsh skills, the Learning and Development team created a new dashboard. The aim is to bring together all available resources to help officers in one convenient place. It includes course information, spelling help, tips to use more Welsh at work and much more.


Looking forward


Here is a glimpse of some of the upcoming developments for the year ahead:

- 

Reviewing our Welsh language policy
- 

Continued collaboration with the Welsh Language Commissioner
- 

Further increasing the numbers of staff receiving training
- 

Reporting against Welsh language indicators
- 

Raising awareness of our practices and influencing others

The main success of this year was the marked increase in the numbers learning and developing their Welsh language skills. According to data from colleagues' annual conversations with their managers, we know that interest in training continues to grow. We will build on our relationship with North West Welsh Language Learning tutors to ensure that suitable courses are identified for new learners, and that our existing learners are supported in the next phase of their courses.

We will continue to address our internal use of Welsh by working with the Welsh Language Commissioner to establish our model of administration from which other organisations can learn. We hope that this project will not only be an opportunity to share our good practice with others, but help us develop ourselves further.

We intend to review our Welsh language policy to make sure it reflects the increase in our internal use of Welsh, including the ambition of the Welsh language strategic objective in our Council Plan.^[DS3] Our new Policy Portal will help us make sure staff are aware and understand the policy's expectations.

As last year we will take every opportunity to influence others and share information about our practices. This will include taking part in the annual conference of the International Association of Language Commissioners in Cardiff. Locally, we will engage with our town and community councils to make sure they are supported to use Welsh.

June 2024

Appendix 1: Complaint 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

Standards class	A lot
Service delivery	4
Policy making	3
Operational	0
Total	7

Table 2: Complaint details

Complaint	Standards class	Details
2023/24-01	Policy making	Use of a provider based outside Welsh to handle Council tax returns
2023/24-02	Policy making	Alleged failure to assess the impact of a planning application on the Welsh language (correspondence from the Welsh Language Commissioner)
2023/24-03	Service delivery	Use of English place names on Welsh list of seasonal bin locations
2023/24-04	Service delivery	Temporary sign on beach displaying English text above Welsh
2023/24-05	Service delivery	Alleged lack of use of Welsh in a swimming lesson
2022/23-06	Policy making	Non-use of Welsh by a company alleged to have received grant money
2022/23-07	Service delivery	English-only letter regarding the electoral roll (correspondence from the Welsh Language Commissioner)

Table 3: Other complaints

Number	Attention
1	English-language private sign
2	English-language private sign
3	English-language private sign
4	Non-Council responsibility road sign displaying unofficial place name

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

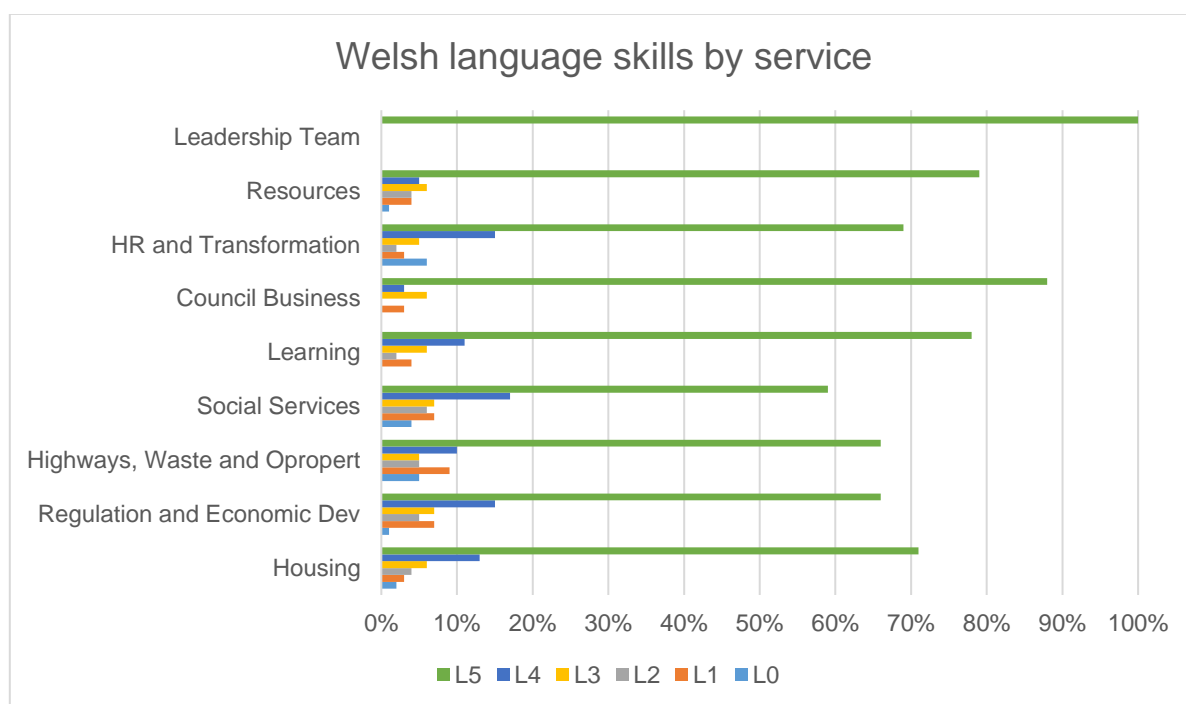
Level 4: Advanced

- Able to speak the language in most situations using some English words
- Able to follow most conversations involving work including group discussions
- Able to read most of the material in own field
- Able to prepare most 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 skills by service



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

Number of officers in service: 9

Number of reverts: 9

Percentage of returns: 100%

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

Resources

Number of officers in service: 94

Number of reverts: 94

Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	1	4	5	6	8	70
Percentage	1%	4%	5%	6%	9%	74%

Human Resources and Transformation

Number of officers in service: 93

Number of reverts: 93

Percentage of returns: 90%

Level	L0	L1	L2	L3	L4	L5
Number	6	3	1	4	13	66
Percentage	6%	3%	1%	4%	14%	71%

Council Business

Number of officers in service: 38

Number of reverts: 38

Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	1	0	2	1	34
Percentage	0%	3%	0%	5%	3%	89%

Learning

Number of officers in service: 76

Number of reverts: 76

Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	1	2	4	10	59
Percentage	0%	1%	3%	5%	13%	78%

Social Services

Number of officers in service: 715

Number of reverts: 715

Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	28	45	53	56	110	423
Percentage	4%	6%	7%	8%	15%	59%

Highways, Waste and Property

Number of officers in service: 316

Number of reverts: 316

Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	19	31	22	15	31	198
Percentage	6%	10%	7%	5%	10%	63%

Regulation and Economic Development

Number of officers in service: 320

Number of reverts: 320

Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	6	23	15	29	48	199
Percentage	2%	7%	5%	9%	15%	62% [DS4]

Housing

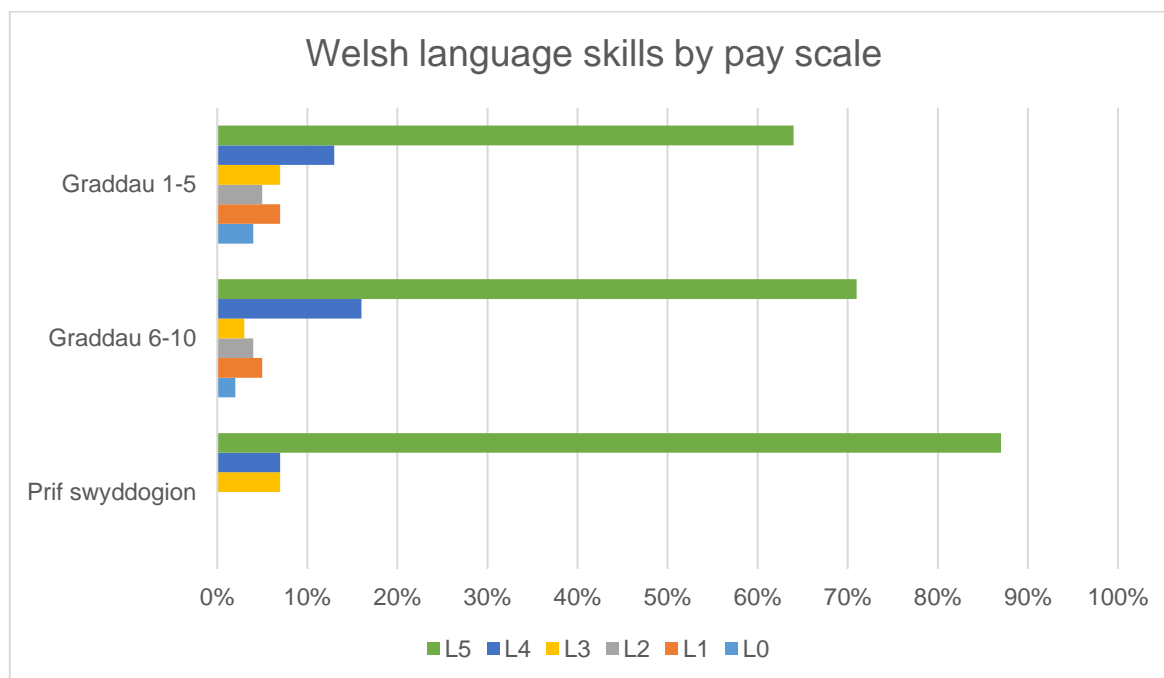
Number of officers in service: 175

Number of reverts: 175

Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	4	6	9	10	24	122
Percentage	2%	3%	5%	6%	14%	70%

Welsh language skills by pay grade



Grades 1-5

Number of employees in the scale: 1369
 Number of reverts: 1369
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	56	96	89	109	177	842
Percentage	4%	7%	7%	8%	13%	62%

Grades 6-10

Number of employees in the scale: 456
 Number of reverts: 456
 Percentage of returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	9	18	20	16	67	326
Percentage	2%	4%	4%	4%	15%	71%

Principal officers

Number of employees in the scale: 15
 Number of reverts: 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 details of the numbers who received training to promote or develop their Welsh language skills during the year.

Qualification	A lot
Admission	14
Foundation	13
Intermediate	8
Advanced level	5
Confidence building	3
Total	43

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.

	2022-23	2023-24
Number of Welsh language training courses attended	640	236
Number of bilingual training courses attended	349	554
Percentage of total number of training courses that were in Welsh	55%	30%

It is clear from the figures above that the number of staff attending Welsh-medium training has fallen since 2022-2023, but the number of staff attending bilingual training has increased. This could be because we need to ensure money is spent more effectively and offer more bilingual sessions.

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	60
Level 2 Welsh language skill posts advertised	15
Level 3 Welsh language skill posts advertised	261
Level 4 Welsh language skill posts advertised	85
Level 5 Welsh language skill posts advertised	192
Posts that required no Welsh language skills	0

Appendix 3: Background to the report

2. **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.
3. 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](#).
4. 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.
5. 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.
6. 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.



7. 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.