

AGENDA ITEM NO.

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	The Executive
Date	10 June 2013
Subject	2012/13 Monitoring Report for the Welsh Language Commissioner
Portfolio Holder(s)	Cllr Ieuan Williams
Lead Officer(s)	Head of Service – Policy
Contact Officer	Carol Wyn Owen
Nature and reason for reporting	
The Executive is requested to approve the annual monitoring report and authorise its submission to the Welsh Language Commissioner by 30 June 2013.	

A – Introduction / Background / Issues
Background
Under the Welsh Language Act 1993, public organisations in Wales are obliged to:
<ul style="list-style-type: none">• Prepare a Welsh language scheme outlining how they would work towards treating Welsh and English on the basis of equality while conducting public business in Wales• Produce an annual monitoring report to the Welsh Language Board on the implementation of the language scheme
As a result of the Welsh Language (Wales) Measure 2011, duties relating to Welsh language schemes transferred from the Welsh Language Board to the Welsh Language Commissioner on 1 April 2012. Over time, new powers to set out and impose standards on organisations will come into force through subordinate legislation. It is anticipated that the final Standards will be in place by November 2014. Until then, the Commissioner will continue to monitor statutory language schemes under powers inherited from the Welsh Language Act 1993.
This monitoring report to the Welsh Language Commissioner relates to the period of 1 April 2012 to 31 March 2013.

Content of the Monitoring Report

This monitoring report is structured under headings that correspond to the requirements of the Welsh Language Commissioner's reporting arrangements. The County Council has adopted a series of performance indicators from the former Welsh Language Board and preparations have been made to report on them. The County Council has been able to report against these indicators as outlined in the Monitoring Report.

The Headings

The Monitoring Report concentrates on performance against the seven headings listed below:

- Conforming with the Scheme
- Quality of Welsh language front-line services
- Management and administration of the Scheme
- Adequacy of Welsh language skills
- Mainstreaming
- Analysis of performance against each priority/target
- Publishing information on performance

B – Considerations

Identifying Risks

Section 6 of the monitoring report outlines progress against our main priorities and risks. One of the main priorities will be to implement the Council's Transformation Programme following the election by ensuring that appropriate governance and scrutiny structures are in place. Development in terms of contracts continues to be a challenge and information can be found under 3.1.4 in the report on proposals to strengthen procedures in this area. Developing an evidence base for the Welsh language is a priority, together with continuing to undertake linguistic impact assessments on the County Council's policies and plans.

Capacity in the Translation Unit remains as a risk following the loss of one vacant post as part of savings linked to the Affordable Priorities Programme for 2011/12.

C – Implications and Impacts		
1	Finance / Section 151	No financial implications.
2	Legal / Monitoring Officer	Presented for information.
3	Human Resources	Relevant to staff recruitment and development.
4	Property Services	Not relevant.
5	Information and Communications Technology (ICT)	Relevant in relation to the development of information technology to promote the use of the Welsh Language.
6	Equality	The Council, in its Language Scheme, acknowledges equal status for the Welsh and English languages. This annual report monitors to what extent the Council adheres to the principle of equality in delivering services to the public and internal administration.
7	Anti-poverty and Social	Not relevant.
8	Communication	The Language Task Group promotes communication in this area. The group's responsibilities includes seeking to promote the Welsh language on a corporate level across all service areas and departments.
9	Consultation	The report was circulated to services and other relevant officers for comment.
10	Economic	Not relevant.
11	Environmental	Not relevant.
12	Crime and Disorder	Not relevant.
13	Outcome Agreements	Not relevant.

CH – Summary

It is a statutory requirement that the Council provides the Welsh Language Commissioner with a monitoring report on the implementation of its Language Scheme during 2012/13 – see the monitoring report in the Appendix to this paper.

D – Recommendation

The Executive is requested to accept the content of the 2012/13 monitoring report and approve its submission to the Welsh Language Commissioner.

Name of author of report - Carol Wyn Owen

Job Title - Policy and Strategy Manager

Date - 22 May 2013

Appendices:

2012/13 Monitoring Report for the Welsh Language Commissioner

Background papers

The Council's Welsh Language Scheme, Fourth Edition – March 2012

Huw Jones
Head of Service – Policy

22 May 2013



Annual Monitoring Report

For the Welsh Language Commissioner

2012 / 13

June 2013

We are happy to provide this information in alternative formats on request.
Please contact the Language Officer as noted below:

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Isle of Anglesey County Council Monitoring Report for the Welsh Language Commissioner for the period 2012/13

1. Introduction

The 2011 Census shows that 57.2% of the population of Anglesey (over 3 years) speak Welsh compared with 19% for Wales overall. Although this makes Anglesey one of the strongholds of the Welsh language and one of the two Counties in Wales where over half the population are Welsh speakers, it shows a reduction of 2.9% since the 2001 Census. The County Council is the largest employer on the island and employs more than 3000 employees (including school staff). The Council recognizes its responsibility to promote the language in the community, and as an employer to attract and retain Welsh speakers to the organisation, in order to provide high quality bilingual services to the public.

1.1 The County Council's Language Scheme

The Isle of Anglesey County Council in its Language Scheme recognises the equal status of the English and Welsh languages. Welsh and English are the official languages of the Council and they have the same status and validity in the administration and work of the Council. The Language Scheme prepared under the Welsh Language Act, 1993 outlines how the Council adheres to the principle of equality when providing services to the public and in the conduct of its internal administration. The County Council's Language Scheme was approved on 12 July, 1996 by the Welsh Language Board and the second edition was published in August, 1998 and the third edition in December, 2007. The fourth edition of the Language Scheme was adopted by the County Council on 6 March 2012 and was approved by the Language Board on 26 March, 2012.

1.2 Management of the Language Scheme

The Chief Executive has responsibility for overseeing the Scheme and for its administration, together with responsibility for the language at a strategic level. The Council's Language Officer has day-to-day responsibility for language issues, for monitoring the implementation of the Language Scheme and for preparing this report. The Internal Language Task Group has been established to set strategic direction and to assist in the monitoring and reviewing of progress.

In March, 2011, the Minister for Social Justice and Local Government announced his intention to appoint five Commissioners to run Anglesey County Council in the exercise of its executive functions on behalf of the Council. This meant in practice that the majority of the old Executive Committee decisions were made by the Commissioners, unless they were delegated to officers of the Authority. After October 2012, as a result of significant progress made in terms of the Council's corporate governance arrangements, the Minister for Social Justice and Local Government returned all the Commissioners' powers to the Executive. As a result, the Commissioners no longer have the powers to make decisions and they are no longer involved in the day-to-day running of the Council. However, in order to

protect the improvements made and ensure their sustainability, the Minister confirmed that three of the five Commissioners would remain until 31 May 2013 to monitor and report on progress and offer advice, mentoring and support to the Council and its officers.

Any enquiries about the implementation of the Scheme may be submitted to the Language Officer:

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1.3 Monitoring and Reporting Arrangements

In its Language Scheme, the Council has made a commitment to monitor and review its implementation by presenting the Annual Monitoring Report to the Executive and to the Welsh Language Commissioner, who is the successor to the Welsh Language Board which came to an end in late March 2012. This Monitoring Report covers the period 1 April 2012 to 31 March 2013 and is based on the revised reporting arrangements of the Welsh Language Board. The County Council has also adopted a set of performance indicators from the Language Board and these are reported upon in the body of the report. Following the local elections on Anglesey on 2 May 2013, the new Portfolio Holder for the Welsh language will be appointed and this individual will chair the Language Task Group.

2. Compliance with the Scheme

Under this heading, the County Council is expected to report on progress against the targets of the Language Scheme Action Plan. The County Council has adopted the Action Plan in Appendix 1 from the report on the revised Language Scheme on 6 March, 2012. The responsibility of the Language Task Group of the County Council will be to monitor progress, and the Corporate Scrutiny Committee has the responsibility for analysing departmental and corporate performance, and taking positive steps to intervene by identifying gaps in performance. Any risks will be transferred to the Corporate Scrutiny Committee for further scrutiny.

2.1 Front-line Services

The focus here is on the area of Customer Care and the County Council's public interface. Here, the County Council is required to report on the following performance indicator which focuses on front-line services:

WLI2 – Number and % of main reception, call centres or one-stop-shop posts that have been denoted as ‘Welsh essential’ and % filled by staff who are bilingual.

To coincide with the wishes of the former Language Board that the County Council should extend what is reported under this indicator to include other staff who have regular contact with the public, such as libraries and heritage centres, the following statistics are provided:

Location	Number of bilingual staff	Number of non-Welsh speaking staff
Main reception	2	0
Cash Office	CLOSED	
4 Leisure Centres	6	2 non-Welsh speaking 1 low ability
Parc Mount	2	0
Libraries	19	2 low ability 2 learners
Archives	3	1
Oriel Ynys Môn	9	0
Heritage Centres (some seasonal staff)	10	5 low ability
Business Centre	4	0
Planning Service Reception	2	0

The above statistics show that 81% of staff are bilingual. These posts, which deal directly with the public, are advertised as ‘Welsh essential’ posts.

2.2 Leisure Area

During October, 2011, the Council took part in a scheme in conjunction with Gwynedd Council, Ceredigion Council and Carmarthenshire County Council, under the auspices of the Language Board in order to increase the use of Welsh within the Leisure Service. This involved specific training on language awareness for developing champions within the Leisure Centres.

Momentum has continued during the period in question, with language mentors in the leisure centres and staff having attended language courses at Holyhead Leisure Centre.

2.3 Questions on Priority Areas – Youth Service and the Children and Young People’s Partnership

The Youth Service and the Children and Young People’s Partnership provides appropriate opportunities to use Welsh and the young people develop good bilingual skills. This was recognized by Estyn in 2009.

Priority area questions will be reported upon in **Appendix 2**.

2.4 Citizens’ Survey

During March, 2012 a citizen survey was conducted by an external consultant to understand the quality of life priorities of a sample of 1,100 residents and their views on County Council services and priorities. The opportunity was taken to measure satisfaction with the County Council's Welsh-medium provision, and the response received was that the majority of respondents felt that they were happy with the provision of Welsh-medium provision on a face-to-face level, on the telephone and in writing (63%, 64% and 65% respectively). Discussions are taking place as to the possibility of conducting a Citizens’ Survey during 2013 and, due to financial constraints, there is a possibility that a joint arrangement will be agreed with the voluntary sector.

3. Management and Administration of the Language Scheme

3.1 Contracted Services

The County Council is required to report the following performance indicators with an emphasis on partnership working for the provision of a composite bilingual customer service:

WLI 1 – Percentage of sample of contracts monitored that conform with the requirements of the Welsh Language Scheme.

3.1.1 Supporting People Programme

The Supporting People Programme is a social policy and funding framework by the Welsh Government for the delivery of housing-related support to a range of vulnerable people. The Council currently commissions 48 projects by 19 providers through contracts under the Supporting People Programme.

In order to strengthen compliance monitoring arrangements in terms of the Welsh language, a questionnaire was sent to all Supporting People providers – see **Appendix 3**.

12 of the 19 providers had returned the questionnaire within the timescale for completing this report. The monitoring results of the sample of the 12 providers (63%) are outlined below:

Supporting People Programme Providers			
Total	% monitored	% compliance	% non-compliance
19	63% (12)	75% (9)	25% (3)

The Supporting People Team holds regular monitoring meetings with providers and reviews services in a three-year cycle. Deficiencies in terms of compliance will be discussed during these meetings.

The questionnaire will also be sent to other providers (**social care** - residential care and voluntary organisations) in order to monitor compliance in terms of the Welsh language. It is hoped that responses will become available during the summer of 2013.

3.1.2 Contracts providing for young people and pre-school provision

Since 1 April 2013, responsibility for this area has transferred to the Gwynedd and Môn Partnership – see 5.7.

Due to a vacant post, it was not possible to undertake formal monitoring of agreements during 2012/13. In addition, the process of commissioning the new grant meant that a number of services were not commissioned until October 2012. There is a condition in all service agreements noting that the service must be bilingual across the county.

Quarterly / year-end reports have been received and these include examples of public material.

12 of the 13 projects receiving grant are complying but there is concern with regard to one project. Discussions are taking place with the provider in order to ensure that all their resources are bilingual. The provider works within schools and the schools are monitoring the language used with young people.

Providers – Families First			
Total	% monitored	% compliance	% non-compliance
13	100% (13)	92% (12)	8% (1)

The Partnership intends to adopt a questionnaire similar to the one used by the Supporting People Team (see Appendix 3) and this will form part of the 2013/14 monitoring visits. There is also an intention to use the Llais Ni Officer to consult with young people and families to see whether they receive services in their chosen language.

3.1.3 Funding early education in the non-maintained sector

The County Council funds 51 playgroups in the voluntary sector, including staffing, training, curriculum support, furniture, equipment and building maintenance costs. Also, a Referral Scheme is funded to support children with additional needs. The shared funding is subject to adhering to certain principles, which include the following:

"The providers will operate within the Authority's Language Policy, aiming to lay a firm foundation for the language development of children in the Welsh language."

The Authority has reinforced this principle through service level agreements between the authority and individual providers. The Authority monitors compliance through regular visits by a support teacher in the early years, when any concerns would be discussed with the education officer, and regular inspections by Estyn. Also, the Early Years Team is responsible for presenting annual monitoring reports to the Authority.

Following receipt of monitoring reports during the summer of 2012, a letter was sent to one group to state that their Welsh-medium provision needed to be improved. Progress made by this group will be reviewed formally during the summer of 2013 but the mid-year monitoring report shows that acceptable progress has been made to date.

Early Years Education Providers – non-maintained sector (playgroups)			
Total	% monitored	% compliance	% non-compliance
51	100 (51)	98% (50)	2% (1)

3.1.4. Developments within the Contracts area

In order to co-ordinate this area more effectively, a Corporate Contracts Register has been created and is being completed by services. Also, as part of the Council's Transformation Agenda, work has begun on creating a Commissioning and Procurement Strategy which will provide a corporate procedure for managing the area. A Transformation Project Board has been established to co-ordinate this work and the Language Officer is part of that group.

3.2 Complaints

In addition, there is a focus on the quality of Welsh language services provided by the County Council by reporting on the following performance indicator:

WLI6 – Number of complaints received in relation to the implementation of the Language Scheme and the % dealt with in accordance with the Council's corporate standard

There have been 8 complaints during the period and all 8 were dealt with in accordance with the corporate standards = 100%.

Since 1 June 2009, the County Council has had a Corporate Complaints and Compliments Procedure administered by the Customer Care Officer, and complaints relating to the Welsh language are incorporated into this procedure (each record must indicate if the complaint relates specifically to language issues).

The levels of satisfaction of the complainant will be measured through a standard questionnaire provided at the end of the investigation.

Below is a breakdown of complaints received during the reporting period along with the corrective action:

Complaint 1	<p>A complaint was received that translation services were not available at a meeting.</p> <p>Corrective Action – it was noted that this was an oversight as translation services were usually made available. Apologies were made in full.</p> <p>Satisfaction - satisfaction was indicated with the content and timeliness of response.</p>
Complaint 2	<p>A complaint was received from the Language Commissioner regarding a non-Welsh name on a housing estate.</p> <p>Corrective Action – a full explanation of the matters in question was provided. The County Council has no control over the names used by developers to market houses but the case went to Court for resolution. The Court decided that a bilingual name should be used as a compromise.</p> <p>Satisfaction - satisfaction was indicated with the content and timeliness of response.</p>
Complaint 3	<p>A complaint was received from the Assembly Member about an official notice published only in English in newspapers. In addition, a member of the public referred the matter to the Language Commissioner.</p> <p>Corrective Action – this matter had already been addressed before receipt of the official complaint and the notice was published again in bilingual format within the required timescale. Failure to publish the notice in its correct form was a complete oversight.</p> <p>An e-mail message was circulated to all County Council staff to remind them of the need to ensure that all public material published by the Council is entirely bilingual.</p> <p>Satisfaction- satisfaction was indicated with the content and timeliness of response.</p>

Complaint 4	<p>Complaint from the Language Commissioner regarding an English-only advertisement for the Anglesey Sandman Triathlon.</p> <p>Corrective Action – upon investigation, it was found that bilingual advertisements had been produced but English-only adverts had also been made available for the target audience in England. It was concluded that a poster intended for use in England had been displayed locally by mistake. There was no doubt as to the company’s commitment to market its activities bilingually.</p> <p>Satisfaction - satisfaction was indicated with the content and timeliness of response.</p>
Complaint 5	<p>Complaint from the Language Commissioner regarding the language requirement of some posts advertised within Children’s Services.</p> <p>Corrective Action – a meeting was held with an officer from the Language Commissioner’s office to explain the decision and the explanation was accepted.</p> <p>Satisfaction - satisfaction was indicated with the content and timeliness of response.</p>
Complaint 6	<p>Complaint from a member of the public about an article in a newspaper and a quote from an officer of the County Council regarding the fact that an English-only Santa Claus had been appointed for a grotto at Oriel Ynys Môn.</p> <p>Corrective Action – apologies were made for any personal offence taken and it was noted that the words of the officer had been taken out of context.</p> <p>Satisfaction - satisfaction was indicated with the content and timeliness of response.</p>
Complaint 7	<p>A complaint was received about the standard of the language in a letter sent out with salary slips.</p> <p>Corrective Action – apologies were made and it was noted that not sending all documents to the Translation Unit for checking before finalising had been an oversight. Assurances were given that this would not happen again.</p> <p>Satisfaction - satisfaction was indicated with the content and timeliness of response.</p>

Complaint 8	<p>A complaint was received about a letter and forms sent out in English only by the County Council to producers in respect of the Menai Bridge Market.</p> <p>Corrective Action – a response was sent noting that the documents were sent out on behalf of the Group.</p> <p>Satisfaction - satisfaction was indicated with the content and timeliness of response.</p>
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4. Adequacy of Welsh Language Skills

4.1 Human Resources, Equality and Diversity

Under this heading, the County Council is required to report on the indicator below:

WLI5 – Number and percentage of staff within the Council’s services who are able to speak Welsh (excluding school teachers and school based staff) by

- **service section**
- **post grade**
- **workplace (office, centre and main area offices).**

The County Council is now implementing its Skills Strategy and recognises that it is fundamental to ensure that the organisation has bilingual skills, currently and for the future, in order to provide the public with a language choice.

The County Council has been able to report in more detail this year on the above indicator with the assistance of the ‘Northgate’ human resources computerised system. However, work is continuing in terms of data cleansing.

It is anticipated that recruitment and workforce planning will be a challenge in some areas. This is mainly due to the competitive element within the labour market in terms of salaries and the fact that the professional trainee scheme is no longer in existence. In addition, the current financial climate and the cuts related to this will increase the risk in terms of future workforce planning.

Current statistics are shown below:

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

4.1.1 Analysis by Service

Deputy Chief Executive's Directorate

Audit Service

Number of staff in the service – 5

Number of returns – 4

% returns – 80%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	0 (0%)	0 (0%)	0(0%)	0 (0%)	4 (100%)

Information and Communication Technology Service

Number of staff in the service – 21

Number of returns – 21

% returns – 100%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	2 (10%)	3 (14%)	3 (14%)	6 (29%)	7 (33%)

Finance Service

Number of staff in the service – 98

Number of returns – 91

% returns – 93%

	L0	L1	L2	L3	L4	L5
No. (%)	4 (4%)	3 (3.5%)	3 (3.5%)	3 (3.5%)	5 (5%)	73 (80%)

Legal and Administration Services

Number of staff in the service – 31

Number of returns – 28

% returns – 90%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	0 (0%)	1 (3.5%)	1 (3.5%)	3 (11%)	23 (82%)

Policy Service

Number of staff in the service – 17

Number of returns – 16

% returns – 94%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	16 (100%)

Human Resource Services

Number of staff in the service – 16

Number of returns – 16

% returns – 100%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	0 (0%)	1 (6%)	0 (0%)	1 (6%)	14 (88%)

Lifelong Learning Directorate

Education Service

Number of staff in the service – 83

Number of returns – 53

% returns – 64%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	1 (1%)	0 (0%)	0 (0%)	4 (8%)	48 (91%)

Community Directorate

Provider Service

Number of staff in the service – 543

Number of returns – 324

% returns – 60%

	L0	L1	L2	L3	L4	L5
No. (%)	37 (11%)	33 (10%)	23 (7%)	19 (6%)	34 (11%)	178 (55%)

Leisure and Culture

Number of staff in the service – 331

Number of returns – 161

% returns – 49%

	L0	L1	L2	L3	L4	L5
No. (%)	11 (7%)	14 (9%)	10 (6%)	15 (9%)	31 (19%)	80 (50%)

Housing Service

Number of staff in the service – 123

Number of returns – 118

% returns – 96%

	L0	L1	L2	L3	L4	L5
No. (%)	4 (4%)	7 (6%)	6 (5%)	5 (4%)	14 (12%)	82 (69%)

Children's Service

Number of staff in the service – 92

Number of returns – 53

% returns – 58%

	L0	L1	L2	L3	L4	L5
No. (%)	1 (1%)	6 (11%)	3 (6%)	3 (6%)	12 (23%)	28 (53%)

Adults' Service

Number of staff in the service – 107

Number of returns – 70

% returns – 65%

	L0	L1	L2	L3	L4	L5
No. (%)	2 (3%)	2 (3%)	3 (4%)	5 (7%)	14 (20%)	44 (63%)

Sustainable Development Directorate

Highways and Waste Management

Number of staff in the service – 126

Number of returns – 108

% returns – 85%

	L0	L1	L2	L3	L4	L5
No. (%)	1 (1%)	3 (3%)	3 (3%)	3 (3%)	13 (12%)	85 (79%)

Property Service

Number of staff in the service – 63

Number of returns – 55

% returns – 87%

	L0	L1	L2	L3	L4	L5
No. (%)	3 (5%)	9 (16%)	2 (4%)	1 (2%)	10 (18%)	30 (55%)

Planning and Public Protection Service

Number of staff in the service – 96

Number of returns – 87

% returns – 91%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	9 (10%)	2 (2%)	3 (3%)	15 (18%)	58 (67%)

Economic Development Service

Number of staff in the service – 42

Number of returns – 41

% returns – 98%

	L0	L1	L2	L3	L4	L5
No. (%)	1 (2%)	1 (2%)	1 (2%)	1 (2%)	6 (15.5%)	31 (76.5%)

4.1.2 Analysis by Post Grade

Directors/Heads of Service

Number of returns - 18

	L0	L1	L2	L3	L4	L5
%	0%	11%	0%	0%	22%	67%

S01, S02 a P0 Grades

Number of returns - 334

	L0	L1	L2	L3	L4	L5
%	1%	6%	4%	6%	15%	68%

Grades 1-6

Number of returns - 898

	L0	L1	L2	L3	L4	L5
%	7%	7%	5%	5%	12%	64%

4.1.3 Analysis by Workplace

Office-based staff

Number of staff in the area – 980

Number of returns – 832

% returns – 85%

	L0	L1	L2	L3	L4	L5
No. (%)	26 (3%)	59 (7%)	28 (3.5%)	28 (3.5%)	117 (14%)	574 (69%)

Community Care

Number of staff in the area – 304

Number of returns – 203

% returns – 67%

	L0	L1	L2	L3	L4	L5
No. (%)	32 (16%)	25 (12%)	12 (6%)	11 (5%)	20 (10%)	103 (51%)

Residential Care

Number of staff in the area – 227

Number of returns – 107

% returns – 47%

	L0	L1	L2	L3	L4	L5
No. (%)	5 (5%)	7 (7%)	11 (10%)	8 (7%)	12 (11%)	64 (60%)

Leisure Centres

Number of staff in the area – 209

Number of returns – 48

% returns – 23%

	L0	L1	L2	L3	L4	L5
No. (%)	4 (8%)	4 (8%)	1 (3%)	9 (19%)	4 (8%)	26 (54%)

Museums, Archives and Culture

Number of staff in the area – 54

Number of returns – 22

% returns – 41%

	L0	L1	L2	L3	L4	L5
No. (%)	1 (4.5%)	0 (0%)	1 (4.5%)	2 (9%)	11 (50%)	7 (32%)

Libraries

Number of staff in the area – 43

Number of returns – 35

% returns – 81%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	1 (3%)	3 (8%)	1 (3%)	2 (6%)	28 (80%)

Parks

Number of staff in the area – 8

Number of returns – 6

% returns – 75%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	0 (0%)	1 (17%)	0 (0%)	0 (0%)	5 (83%)

4.2 Human Resources and Skills

The County Council is required to report on the indicator below that focuses on the area of human resources and the development of language skills in order to ensure that the organisation has the necessary skills to provide bilingual services to the customer.

WLI4 – Human Resources – skills

- (a) **Number and % of staff (Welsh-speakers and learners) who have received Welsh language training to the level of a specific qualification.**
- (b) **Number and % of staff who have received language awareness training.**

The following information is provided about the numbers attending the various levels of language training qualifications offered for the reporting period:

Qualification	Number
Wlpan Course - Absolute Beginners	8
Wlpan Course - Beginners	8
Wlpan Course (external courses)	2
Advanced Course (external courses)	1
Language Improvement	11
TOTAL	30

As well as the above courses, a small number of staff attended a Welsh in the Workplace course provided by Bangor University.

An element of language awareness training is provided under the Staff Induction Scheme and was received by the following numbers during this reporting period:

Date	Number
17 April, 2012	11
2 May, 2012	10
25 May, 2012	13
3 October, 2012	6
7 November, 2012	6
5 December, 2012	11
8 February, 2013	5
TOTAL	62

It is also intended to provide an element of language awareness training as part of the Induction process for the new Elected Members in May 2013.

The Human Resources Section has recently updated the Welsh Language Training and Development Strategy. As part of the process of improving the internal system for identifying development needs in the recruitment process, the Section is seeking to work more closely with the services to monitor the progress of individuals who have learning conditions within their employment agreements. In addition, the language skills assessment form is now included in the appraisal pack and is used as another opportunity to seek to ensure that the skills audit contains current information. It is also proposed to begin providing Welsh lessons on a one-to-one basis for the Management Team and to make use of the Nant Gwrtheyrn Language Centre to facilitate the process.

In order to contribute to the process of raising awareness amongst new staff of the benefits of introducing bilingualism to their children from an early age, the 'TWF' pack is included as part of the Staff Induction Pack.

5. Mainstreaming the Welsh Language

The Assembly Government defines mainstreaming as the need to consider the Welsh language in all aspects of the organisation. This means taking every opportunity for promoting and supporting the Welsh language, contributing to the Government's vision of a bilingual Wales, and planning and providing services in both languages. The Assembly Government is 'encouraging mainstreaming issues withinWelsh local government'. Also it is noted that there is a need for 'mainstream principles to underpin the work of policy making and service delivery across all the responsibilities of such bodies.' Below are some examples of how the County Council is seeking to mainstream the Welsh Language.

5.1 'More than just words'

The County Council is committed to the Strategic Framework for Welsh Language Services in Health, Social Services and Social Care which has been developed by the Welsh Government. It is acknowledged that organisations have a responsibility to identify and respond to language needs as an essential element of care and that language choice should be offered in a proactive manner. Progress against the targets within the work programme will be required to be reported in April 2014 and, as part of the preparatory arrangements, a reporting template has been prepared and a number of meetings with senior managers have been scheduled. Reference will be made to progress to date in the Director of Social Services Annual Report to the Care and Social Services Inspectorate Wales.

5.2. Service Action Plans

Progress reports have been requested from services against the targets within the service action plans completed last year as part of the Promoting and Facilitating Bilingual Workplaces Project financed by the Language Board. Some examples of good practice can be found in the responses received to date, including:

- Learners within the Economic Development Unit being encouraged to practice chatting in one-to-one situations and in informal environments over lunch rather than more formal situations
- A number of staff within Legal Services work bilingually and draft their work in Welsh without having to depend on Translation Services.

The intention is to build upon these service action plans by establishing quantitative monitoring methods as part of the Councils business planning process.

5.3 Language Task Group

To coincide with the Council's Transformation Agenda and the election results, membership of the Language Task Group will be reviewed and the group will be chaired by the new Language Portfolio Holder.

5.4 Language Forum

Arrangements are underway in conjunction with Menter Iaith to re-establish the County Language Forum as a strategic tool to cascade the objectives of 'A Living Language, A Language for Living' at the community level. Such a body is essential to identify current gaps in provision in relation to the Welsh language and to share information about good practice / concerns about risk situations. This will include providing input to Impact Assessments on developments such as 'Energy Island'. The remit of the Forum will focus on the following areas:

- **Welsh-medium activities** - contribute towards increasing the social activities that provide opportunities for the young as well as in-migrants to socialise and practice the use of Welsh.
- **Welsh and the Local Economy** - work together to increase opportunities to raise the profile of Welsh in the local economy and to provide economic value to the language, through regeneration plans, cultural tourism and the housing sector.

5.5 Information Technology

5.5.1 The Website and other Media

Following an audit of County Council websites back in 2010, the County Council was commended on the standard and quality of its Welsh-medium provision.

The Council continues to ensure that all content pages are bilingual, as well as all attached documents and forms. In addition, the website offers convenient browsing and the quality of the Welsh version is on a par with the English version.

The County Council is continuing to extend the provision available via the website in the following ways:

- by providing Facebook bilingually (there are 194 Welsh-medium followers at the moment);
- by providing 'Twitter' bilingually (there are 420 Welsh-medium followers at the moment);
- through the Modern Gov programme which currently provides bilingual minutes of committees and was used to present live election results on 3 May 2013;
- by offering a bilingual portal during the summer for council house tenants – the portal will enable tenants to make an appointment with the Council, report maintenance requests (and monitor progress) and obtain their rent account balance on line.

5.6 Equality Impact Assessments

We are continuing to work towards securing a consistent approach across the authority in terms of completing effective impact assessments. Templates and guidance notes – which include detailed guidance based on the Welsh Language Board’s document ‘Advice on Mainstreaming the Welsh Language’ – are available on our intranet and the Policy Unit continues to provide support and guidance for services.

The project to transform adult social care on Anglesey has provided the Council with an opportunity to use different approaches and templates to mainstream equality impact assessments. For example, it was decided to include ‘assessing for impact’ as a standing item for discussion at the project Steering Board’s weekly meetings so as to ensure that any implications are identified and taken into consideration at an early stage.

In September 2012, a report which concentrated on identifying equality implications at the pre-consultation stage was prepared. This report noted that a high number of service users were first language Welsh-speakers and that the Council would ensure that Welsh-speaking staff would be available to provide one-to-one support if required.

In terms of collecting relevant information, the work being undertaken under the Energy Island Programme will be a useful resource for undertaking impact assessments in future – see 7.1.

5.7 Partnership Rationalisation/Integrated Plan

The Council has by now completed the process of rationalising its statutory partnerships from eight to one in conjunction with Gwynedd Council. In addition, the process of combining the Single Integrated Plans of both Councils has begun. There will be an opportunity to develop the Welsh language at strategic, service delivery and partnership levels through the joint Local Service Board.

6. Analysis of Performance by Priority/Target

Progress against the main priorities and risks is reported below:

Action	Target	Update
Implementation of the Council’s Transformation Programme	Following the Election, ensure that governance and scrutiny structures are in place.	
Implementation of the ‘More than Just Words’ Strategy	Report on progress against the work programme by 1/4/14	See 5.1.
Incorporating Service Action Plans into Business Plans	Develop a series of performance indicators by 1/9/13	Some services have reported on progress – see 5.2.

Action	Target	Update
Development of Evidence Base for the Welsh language	Complete by December, 2013 following receipt of Census statistics	A draft of the first phase has been received.
Undertake linguistic Impact Assessments on the County Council's policies and plans	Part of the Strategic Equality Plan action plan adopted on 1/4/12	See progress in this area under 5.6.
Work to develop the area of contracts	See 3.1.4.	

In addition to the above, the loss of one full-time post in the **Translation Unit** as part of the efficiency savings in the 2011/12 financial year continues to be a risk.

7. Examples of Good Practice

7.1 Development of an Evidence Base for the Welsh language

The County Council acknowledges that the Welsh language is an essential element in the make-up of communities on Anglesey and is a reflection of tradition and culture. To ensure that communities develop in a sustainable manner, it is essential when considering change to ensure that all the influential factors and any new developments are appropriate and relevant.

In considering the island's social and economic characteristics and the need to promote and protect its interests by creating and supporting sustainable communities and developing the economy, the County Council acknowledges the need to create a robust evidence base for the Welsh language and culture. To meet this need, under the Energy Island work programme, the County Council and the Joint Planning Policy Unit have commissioned a Baseline Study of the Welsh Language on Anglesey. This baseline will provide a comprehensive and accurate picture of the status and prosperity of the Welsh language that will be a robust basis for preparing and steering policies and strategies, assessing the impact of new developments and for negotiating community benefit/mitigation with prospective developers.

7.2. Use of New Media to Promote the Welsh Language

The County Council acknowledges the success of media such as 'Facebook' and 'Twitter' in increasing Welsh-medium dialogue with citizens. Followers of the County Council on 'Facebook' have increased from 45 last year to 149 this year which is a good indicator of its success. In addition, live publication of the election results was an inventive use of technology to promote local democracy bilingually.

7.3. Bilingual Service in Section 33 Agreements

A co-located service is in existence between Social Services and the Health Service for supporting disabled children and it was decided to formally integrate the service via a Section 33 Agreement. Both partners are committed to ensuring that service users receive a proactive choice of language. This will be incorporated in the formal agreement. The partners will also commit to ensuring that all written material provided for service users or the public will be available bilingually. Advice on the wording to be included in the agreement was sought from a manager from the Welsh Language Commissioner's office.

8. Publication of Information on Performance

The Monitoring Report will be submitted to the Executive on 10 June 2013. Due to the election, the new Corporate Scrutiny Committee was not in place in time to consider this report before its submission to the Welsh Language Commissioner. The intention is to submit the report to the Corporate Scrutiny Committee on 29 July 2013, subject to the consent of its Chair.

This report will be made available to the public on the Council's website and at the island's libraries.

Appendix 1 – Language Scheme Action Plan and Timetable (2011-14)

Planning a Bilingual Service

Objective	Action	Timetable / Target	Responsibility	Progress as at 1/6/13
<p>Policies and new Initiatives</p> <p>We will continue to mainstream the Welsh Language within the Council's policies, strategies and key decisions by strengthening our processes.</p>	<p>Conducting impact assessments on the Council's policies, strategies and key decisions.</p>	<p>Training available for key staff during November, 2011.</p> <p>Template and corporate arrangements in place by 1/4/12</p>	<p>Heads of Service with guidance from the Policy Unit.</p>	<p>See 5.6</p>
<p>Internal Administration</p> <p>We will continue to increase the use of the Welsh Language within the Council's internal administration.</p>	<p>Conduct the project 'Changing Attitudes – Increasing the use of the Welsh Language within the Administration' under the Bilingual Workplaces Scheme run by the Welsh Language Board. This will include running language awareness sessions and the provision of packs to senior officers, managers, commissioners and members of the Executive.</p>	<p>31/12/11</p>	<p>External Consultant funded by the Welsh Language Board.</p>	<p>Project completed successfully and End of Project Report presented to the Welsh Language Board by 31/3/12</p>
<p>We will persuade services to increase the use of the Welsh Language</p>	<p>Conduct a Language Champions pilot scheme within the services</p> <p>Heads of Service to create Service Action Plans</p> <p>Utilise the Translation Unit's data to monitor the increase in the use of the Welsh Language .</p>	<p>Continuous</p> <p>1/4/12</p> <p>Continuous</p>	<p>Heads of Service/Policy Unit</p> <p>Heads of Service/Policy Unit</p> <p>Policy Unit/Translation Unit</p>	<p>Implementation guidance prepared for Champions</p> <p>Continuing to analyse patterns relating to use of Welsh language</p> <p>Induction will be provided for new Elected Members on the principles of the Welsh Language Scheme.</p>

Appendix 1 – Language Scheme Action Plan and Timetable (2011-14)

Presenting Bilingual Services

Objective	Action	Timetable / Target	Responsibility	Progress as at 1/6/13
<p>Services through Contract</p> <p>We will ensure that we convey and monitor the requirements of the Welsh Language Scheme to third parties who provide services through contract on behalf of the Council.</p>	<p>Inspect a sample of contracts to ensure language conformity.</p> <p>Update the Staff Guidelines on obtaining services through contract to conform with the principles of the Welsh Language Board's 'Procurement Manual'</p>	<p>Create a rolling programme of contracts to be inspected by 1/4/12</p> <p>30/6/12</p>	<p>Policy Unit to lead in collaboration with Heads of Service.</p> <p>Policy Unit.</p>	<p>Slippage in this target due to other requirements.</p> <p>Review of requirements of the 'Procurement Guidelines' has started.</p> <p>Production of Commissioning Strategy by Sept 2013. Initial register of the Council's main contracts completed.</p>
<p>Youth Services</p> <p>We will ensure that the Youth Service promotes the use of the Welsh Language.</p>	<p>Report to the Welsh Language Board in the Monitoring Report on how the Service promotes the Welsh Language and increases opportunities to use the language.</p> <p>Provide language awareness training to the Youth Club leaders.</p> <p>Identify a language champion for the Children and Young People's Partnership.</p>	<p>Annually</p> <p>3/9/11</p> <p>31/12/11</p>	<p>Children and Young People's Partnership Manager/Youth Service Manager.</p> <p>Menter Iaith Môn in collaboration with the Council.</p> <p>Children and Young People's Partnership Manager.</p>	<p>A report has been prepared on this.</p> <p>Training was held successfully.</p> <p>Language Champion has been identified but further opportunities identified as a result of Partnership Rationalisation.</p>

Appendix 1 – Language Scheme Action Plan and Timetable (2011-14)

Dealing with the public who speak Welsh

Objective	Action	Timetable / Target	Responsibility	Progress as at 1/6/13
Services Through the Medium of Welsh We will re-raise staff awareness	Re-publication of staff guidelines that provide guidance on providing services in the chosen language of the service user.	When publishing the revised Welsh Language Plan.	Policy Unit.	Completed.
We will promote the use of the Welsh Language in meetings	Provision of Guidelines on conducting Bilingual Meetings Provide training on the principles of the Guidelines for Chairpersons	1/4/12 1/9/12	Policy Unit. Training Unit	Work has commenced. Bilingual Meetings Guidelines on the Council's intranet. The Guidelines will be shared during the Induction of new Elected Members.
We will monitor the quality of written information produced.	Provision of a proofing service via the Translation Unit.	Continuous.	Translation Unit.	Continuous.
We will monitor the quality of the service provided through the medium of Welsh.	Commission a mystery shopper exercise. Receive service reports on the use of the Welsh Language.	During 2013 if funding is available (the last one was commissioned during 2010) Annual	Commission an external consultant to undertake the work. Heads of Service/Policy Unit	This has happened as part of the Citizens' Survey carried out during March 2012. Updates on progress against the action plans have been requested from services.

Appendix 1 – Language Scheme Action Plan and Timetable (2011-14)

The Council's public face

Objective	Action	Timetable / Target	Responsibility	Progress as at 1/6/13
We will promote the Welsh Language through information technology	Job application forms available via the website	July/August, 2012	HR Section/Web Manager	Work is within the target.
	New democratic system available on the website which will include information about Elected Members, minutes, bilingual consultations and e petitioning arrangements.	July/August, 2012	IT Section	Work is within the target.
	New portal available for housing tenants to enable them to make an appointment with the Council and report maintenance requests (and monitor progress) online	April, 2013	IT Section	Will be available over the summer. (Tenants will also be able to view rent account balances via the new portal)
	Ensure that a policy on the use of 'Twitter' is in place.	December, 2012	IT Section	Work is within the target.
	Establish a Tourism Forum	April, 2012	IT Section	This is happening.
We will continue to ensure that all the Council's signs are bilingual	We will continue to implement the current arrangements	Aiming at 100% compliance	Highways and Transportation Service	This is being achieved.
	Publication of a list of place names on the Council's website	April, 2012	Policy Unit/Highways and Transportation Service	List presented to the Language Task Group on 22 May 2012.

Appendix 1 – Language Scheme Action Plan and Timetable (2011-14)

Implementing and Reviewing the Scheme

Objective	Action	Timetable / Target	Responsibility	Progress as at 1/6/13
We will implement the Council's Skills Strategy	Strengthen our the monitoring arrangements of the language skills of staff according to department, grade and workplace with the assistance of Northgate software by:	Annually	Heads of Service	
	Updating the Skills Audit through the appraisal process	December, 2011 and then annually	Heads of Service	This was done in December 2011.
	Conducting the Jobs Audit	Commence the process in December, 2011 and complete by the end of March, 2012.	Heads of Service	Language designation of posts available and work to include this on the HR/Wages system continues.
	Comparing the skills needs with the available skills	April-May, 2012	Heads of Service	New appraisal system addresses these actions. See progress under 4.2.
	Strengthen skills by identifying training needs and monitoring staff progress against targets	June-August, 2012 (completion of the work programme)	Heads of Service	
We will provide Welsh Language Training for staff	Lessons are provided annually via the Human Resources Section	The number of staff attending training is reported in the Annual Monitoring Report to the Welsh Language Board	Human Resources Section	This has been done.

Appendix 1 – Language Scheme Action Plan and Timetable (2011-14)

Objective	Action	Timetable / Target	Responsibility	Progress as at 1/6/13
We will provide language awareness training	<p>Provide a language awareness training as part of the induction training programme for new staff</p> <p>Provide language awareness training to some staff members in Leisure Centres as part of the Bilingual Workplaces Scheme sponsored by the Welsh Language Board.</p> <p>Provide a module on the Welsh Language to staff on the intranet as part of the Equalities e learning package</p>	<p>Sessions are conducted on a monthly basis (dependant on staff numbers)</p> <p>November-December, 2011</p> <p>April, 2012</p>	<p>Human Resources Section</p> <p>In collaboration with 3 other County Councils</p> <p>HR Section</p>	<p>This happens regularly.</p> <p>Council has participated in the Scheme.</p> <p>The software licence was not renewed because of the cost. Considering other options.</p>
We will ensure that complaints are dealt with in accordance with the Council's corporate standards	Incorporate the Welsh Language into the corporate model 'Concerns and Complaints' so that it is possible to resolve cases before they become acute.	Model to be introduced following the 2012 local elections.	Corporate Complaints Officer	Reviewing the situation due to lack of funding to support the model.
We will ensure that we monitor compliance with the requirements of the Welsh Language Scheme	Role and Remit of the Language Task Group has been revised to monitor progress and identify risks.	<p>Quarterly meetings.</p> <p>Receive statistics on staff appointments on a quarterly basis.</p> <p>Report on any risks or gaps in performance to the Corporate Scrutiny Committee to scrutinise as the need arises.</p>	Policy Unit to coordinate	This is happening.

Questions on Priority Areas – Youth Service

In response to the questions asked, we are able to report as follows for 2012/13:

1. Provision

The service is provided at level (iii) – comprehensive provision.

Number of Youth Clubs where all staff are fluent Welsh speakers and where the service is entirely bilingual.	30 clubs
Number of Youth Clubs where at least one member of staff is a fluent Welsh speaker with Welsh being a second language for the remainder.	5 clubs
Number of Youth Clubs where Welsh is a second language for staff.	1 club
Number of Clubs with at least one member of staff who is a fluent Welsh speaker present every evening.	35 out of 36 clubs
Service level agreement with the Urdd and Young Farmers to support a network of Welsh clubs across the island.	9 clubs
Service level agreement with the Urdd and Young Farmers to support a wide range of activities through the medium of Welsh, including Eisteddfodau, Sports, Entertainment Competitions, Public Speaking, Activities Rally, Stock Judging Competitions. The majority of the activities will lead to an opportunity to compete on a national level in Welsh.	
A fully bilingual joint bus outreach service with Voluntary Organisations.	3 or 4 nights a week
Youth Forums Project (jointly with the Children and Young People's Partnership and Youth Services). 5 Area Forums are held, one County Forum and a number of other task and finish activities. The service is fully bilingual.	6 Youth Forums
Duke of Edinburgh Award Outdoor Centre – 4 are bilingual	4
Groups working towards achieving accreditation in Youth Achievement Schemes (ASDAN), Agored Cymru	15 groups
Since January the service is in the process of appointing Schools Youth Workers for all school catchment areas and they will be responsible for developing accreditation opportunities for young people within schools and youth clubs through the Potential Scheme (ESF funds).	4 of the 5 secondary schools and their catchment areas offer a Welsh-medium service

2. Joint working with partners

There is a Service Level Agreement with the Urdd and Young Farmers to offer Welsh-medium clubs and activities on area, county and national levels.

Support was given to the Urdd to hold a course for Junior Leaders to enable them to ensure that they had qualified young people to increase the number of villages and interest groups supported by the Urdd. Unfortunately, the majority of young people have left to attend Colleges. However, the course has been offered again to the junior group during 2012/13 in the hope that they would be available to help with the island's groups during 2013/14.

Target: 10 young persons having completed an 'Agored Cymru' Course, level 2, in Youth Work, through the medium of Welsh during the summer of 2012. A new group of 8 to follow the same course during 2012/13.

Outcome to be achieved: Evidence of these young people offering new provision, or progressing to lead current clubs, over the next 2 years.

Discussions are also continuing between the Youth Service and the Urdd to take over the Youth Centre in Penmynydd as a Rural Youth Centre to be developed as a centre for Welsh and rural developments on the island. Due to legal complications, the building was not transferred during 2012/13 as intended but it is hoped that this will be completed during 2013/14.

The Youth Services's Accreditation Development Worker has been working with the Urdd, through their two 'Reaching the Heights' Officer (ESF funded), to hold 'Writing Squads' workshops, where Agored Cymru certificates for writing skills were awarded over a period of 10 weeks (15 young people). Joint working also took place with the Urdd to ensure the availability of Welsh trainers to work towards the Duke of Edinburgh Awards.

As Young Farmers clubs' membership levels have reduced over the past 2 years, the Youth Service has worked with Young Farmers to secure funding from the Assembly's Revenue Grant for Youth Services to work on a marketing package to create a contemporary image for the organisation.

Targets were to:

- Prepare a marketing plan
- Plan and produce attractive marketing material, eg pamphlets, posters, banners and new headed paper.

Outcome achieved in 2012/13 – increase of 3% in the membership of Young Farmers as at the end of March ac membership will not close until July (an improvement on the target of an increase from 1.4% to 2% of the county's young Welsh people).

Appendix 2 – Questions on Priority Areas

Supporting and Maintaining Welsh-medium Activities: As a result of the training provided through the revenue grant for members of Young Farmers to qualify in First Aid, Food Hygiene and Risk Assessment, members of the movement have been working in collaboration with the Appeals Committee of the Royal Welsh Show. A series of Welsh-medium activities were held for over 3,000 people between January 2012 and March 2013. So far, these two organisations are the only ones that have arranged gigs with Welsh Bands for the Summer of 2013 (apart from the Copper Festival in Amlwch) (eg Gigs with Moniars, #Band6 and Gwibdaith during May, gig with Celt during May, gig with Bryn Fôn and other bands during August). The aim is that approximately 2,500 people take part in either Welsh or bilingual activities between these three events. This will also enable Young Farmers to work towards generating income so as to ensure the viability of the organisation and its clubs.

Youth Forum

The Youth Service has been working in collaboration with Young Farmers and the Children and Young Peoples' Partnership to run the **Llais Ni** Participation Development Project (supporting 5 Area Youth Forums and 1 County Youth Forum).

Outcome:

30 young people have gained confidence to discuss matters of importance to them in public at discussion forums and by delivering presentations.

In addition, the Urdd and Young Farmers have their own Youth Forum which meets regularly.

3. Staff Skills

Staff Recruitment - Youth Service Staff Profile

	Full-time Staff	Part-time Staff
Staff who are fluent Welsh speakers	11	57
Staff with Welsh as a second language	2	13
Non-Welsh speaking staff	0	1

Full-time posts – Welsh essential. Members of staff wishing to attend Language Improvement courses are released during work time in order to improve their skills to use the language. All correspondence from the main office is expected to be bilingual.

Part-time Staff – Welsh essential in 29 youth clubs and desirable in the other 5. In clubs where Welsh is desirable, it is sought to ensure that at least one member of staff is a fluent Welsh speaker. 'Welsh desirable' areas are decided based on the percentage of Welsh-speaking young people in the area.

Appendix 2 – Questions on Priority Areas

All clubs are expected to comply with the Welsh language guidelines for clubs which were presented to the Seminar in 2011. Monitoring is undertaken by pastoral staff to ensure that this is adhered to by all clubs. This is followed up with further training if the need is identified at appraisal meetings during April-July.

When undertaking interviews for new staff, we ensure that all members of staff display goodwill towards the Welsh language.

The service records annually the number of members noting that they are Welsh-speakers, numbers with some skills in the Welsh language and numbers with no Welsh language skills.

4. Finance

Section	Organisation	Agreement	Sum	Length of agreement	Comments
Youth	Urdd	SLA	£20,880 £20,380	Grant: 2012/13 2013/14	To be reviewed in Jan 2014 for 2014/15
Youth	Anglesey Young Farmers Federation	SLA	£20,880 £20,380	Grant: 2012/13 2013/14	To be reviewed in Jan 2014 for 2014/15
Youth	Youth Service		£4,000		Provision of simultaneous translation at meetings as needed.
CYPP	Youth Service and CYPP	SLA	£45,000	1 year	Develop the Llais Ni project (engagement / involvement)
Youth	Urdd and Young Farmers		£6,000	Annual	Maintenance of Penmynydd Youth Centre – Rural Welsh Centre.
Families First Grant	Youth Service and Red Cross	SLA	£50,000	3 years	Provision of a bilingual outreach service

The administration of the Youth Service is fully bilingual, therefore these costs form part of the department's basic administration.

5. Consultation

Regular consultation was undertaken with staff during pastoral support to ensure that the service's language policy is adhered to.

Questions on Priority Areas – Children and Young People’s Partnership

In response to the questions asked, we can report the following for 2012/13:

How do you as a local authority ensure that members of your Children and Young People’s Partnership comply with the requirements of your Welsh Language Scheme?

The Anglesey Children and Young People’s Partnership is no longer in existence. The work is led by the Local Service Board. No meetings have been held during 2012/13, due to the rationalisation of the project board across the two counties. The implementation group will be required to adhere to the requirements of the Local Service Board.

Membership of the Gwynedd and Môn Partnership’s Implementation Board will be established in June.

How do you assess the extent to which the Welsh language services offered through the Partnership meet the needs of young people in the county?

We use quarterly reports to monitor the work and needs assessments are held on a regular basis.

**Appendix 3 – Language Compliance Questionnaire
(Supporting People Programme)**



Holiadur Monitro ar gyfer sicrhau cydymffurfiaeth gan Ddarparwyr Rhaglen Cefnogi Pobl gyda'r

DDEDDF IAITH GYMRAEG 1993 /

Monitoring Questionnaire to ensure Supporting People Provider Compliance with the
WELSH LANGUAGE ACT 1993

Enw'r Darparydd a Chyfeiriad / Provider Name and Address

Nifer o Staff sy'n darparu Cefnogaeth sy'n ymwneud â Tai o fewn eich mudiad /
Number of Staff employed by your organisation who provide housing related support

Gwybodaeth a Sgiliau Staff o'r Iaith Gymraeg / Staff Knowledge and skill of the Welsh language;

Ar lafar/ Spoken

(rhowch nifer y staff yn y blwch/*put the number of staff in the box*)

Dim <i>None</i>		Rhywfaint <i>Some</i>		Dysgwr(aig) <i>Learner</i>		Rhugl <i>Fluent</i>	
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Yn ysgrifenedig/ Written

(rhowch nifer y staff yn y blwch/*put the number of staff in the box*)

Dim <i>None</i>		Rhywfaint <i>Some</i>		Dysgwr(aig) <i>Learner</i>		Rhugl <i>Fluent</i>	
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**Appendix 3 – Language Compliance Questionnaire
(Supporting People Programme)**

<p>Ydi'r holl ddeunydd sydd yn cael ei rannu gyda'r cyhoedd yn ddwyieithog? (Atodwch neu amgeuwch ddwy ddogfen i wirio hyn os gwelwch yn dda. e.e. taflen wybodaeth, ffurflen gyfeirio a.y.b).</p> <p><i>Is all material which is shared with the public, bilingual? (Please enclose or attach two copies as verification e.g. information leaflet, referral form etc).</i></p>	
<p>A yw'r cyhoedd/defnyddwyr gwasanaeth yn cael cynnig dewis o'r iaith Gymraeg pan yn derbyn gwasanaeth trwy lythyr, ffurflen, dros y ffôn neu sgwrs wyneb yn wyneb?</p> <p><i>When the public/service user receives a service do they get a choice of using the Welsh language when dealing with the contractor by letter or form, over the telephone, or face to face?</i></p>	
<p>Ydi'ch rotas staff yn ystyried ac yn sicrhau bod staff dwyieithog ar gael drwy'r amser?</p> <p><i>Do your staff rotas take into consideration and ensure that bilingual staff are available at all times?</i></p>	
<p>A yw llythyrau yn cael eu hateb yn yr iaith a ddefnyddiwyd gan yr aelod o'r cyhoedd/defnyddiwr?</p> <p><i>Are letters answered in the same language used by the public/service user?</i></p>	
<p>A ydych yn cynnig cyrsiau/hyfforddiant dysgu Cymraeg i'ch staff?</p> <p><i>Do you offer courses/training on learning Welsh to your staff?</i></p>	
<p>Ydi holl arwyddion eich cwmni/mudiad yn ddwyieithog?</p>	

**Appendix 3 – Language Compliance Questionnaire
(Supporting People Programme)**

<i>Is all of your company's/organisation's signage bilingual?</i>	
Oes gennych bolisi iaith Gymraeg cyfredol? (a wnewch chi gynnwys copi o'r polisi os gwelwch yn dda) Do you have a current Welsh language policy? (Can you please include a copy of the policy)	

Enw'r Person sydd wedi cwblhau'r holiadur /

Name of Person completing the questionnaire

Teitl Swydd / Job Title:

Dyddiad / Date