

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	<b>The Executive</b>
<b>Date:</b>	<b>9 June 2014</b>
<b>Subject:</b>	<b>Monitoring Report for the Welsh Language Commissioner for 2013/14</b>
<b>Portfolio Holder(s):</b>	<b>Councillor Ieuan Williams</b>
<b>Head of Service:</b>	<b>Lynn Ball Head of Function – Council Business and Monitoring Officer</b>
<b>Report Author:</b> Tel: E-mail:	<b>Carol Wyn Owen, Policy and Strategy Manager</b> <b>01248 752561</b> <a href="mailto:CarolWynOwen@anglesey.gov.uk">CarolWynOwen@anglesey.gov.uk</a>
<b>Local Members:</b>	<b>Not applicable.</b>

**A – Recommendation/s and reason/s**

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 2013/14 – see the monitoring report in the Appendix to this paper.

The Executive is requested to accept the content of the 2013/14 monitoring report and approve its submission to the Welsh Language Commissioner.

**B – What other options did you consider and why did you reject them and/or opt for this option?**

Not applicable.

**C – Why is this a decision for the Executive?**

The Welsh Language Commissioner expects this report to be accepted and approved for submission to her office.

**D – Is this decision consistent with policy approved by the full Council?**

Yes. The Full Council approved the Council's Welsh Language Scheme in March 2012. The monitoring report outlines how the Welsh Language Scheme has been implemented during 2013/14.

**DD – Is this decision within the budget approved by the Council?**

Not applicable.

**E – Who did you consult?****What did they say?**

<b>E – Who did you consult?</b>		<b>What did they say?</b>
<b>1</b>	<b>Chief Executive / Strategic Leadership Team (SLT)</b> (mandatory)	
<b>2</b>	<b>Finance / Section 151</b> (mandatory)	No financial implications
<b>3</b>	<b>Legal / Monitoring Officer</b> (mandatory)	
<b>5</b>	<b>Human Resources (HR)</b>	The section has contributed towards the content of the report.
<b>6</b>	<b>Property</b>	Not applicable.
<b>7</b>	<b>Information Communication Technology (ICT)</b>	The section has contributed towards the content of the report.
<b>8</b>	<b>Scrutiny</b>	Elements of this report will be referred to the Corporate Scrutiny Committee.
<b>9</b>	<b>Local Members</b>	Not applicable.
<b>10</b>	<b>Any external bodies / other/s</b>	Not applicable.

**F – Risks and any mitigation (if relevant)**

<b>1</b>	<b>Economic</b>	Not applicable.
<b>2</b>	<b>Anti-poverty</b>	Not applicable.
<b>3</b>	<b>Crime and Disorder</b>	Not applicable.
<b>4</b>	<b>Environmental</b>	Not applicable.
<b>5</b>	<b>Equalities</b>	A key part of the report.
<b>6</b>	<b>Outcome Agreements</b>	Not applicable.
<b>7</b>	<b>Other</b>	Not applicable.

**FF - Appendices:**

2013/14 Monitoring Report to the Welsh Language Commissioner.

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

Welsh Language Scheme, Fourth Edition – March 2012.



## **Annual Monitoring Report**

**For the Welsh Language Commissioner**

**2013 / 14**

**June 2014**

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 2013/14**

## **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.

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 2013 to 31 March 2014 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. The Leader of the Council is the Language Portfolio Holder and also chairs the Council's Language Task Group. The Chair of the Corporate Scrutiny Committee is also a member of 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 that have regular contact with the public, such as libraries and heritage sites, 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	8	3 non-Welsh speaking
Parc Mount	2	0
Libraries	20	2 low ability 2 advanced learner

<b>Location</b>	<b>Number of Bilingual Staff</b>	<b>Number of non-Welsh speaking staff</b>
Archives	3	1
Oriel Ynys Môn	9	1
Heritage Centres (all but one are seasonal staff)	15	2 low ability
Business Centre	5	0
Planning Service Reception	2	0

The above statistics show that 87% of staff are bilingual. These posts, which deal directly with the public, are advertised as 'Welsh essential' posts. .

## **2.2 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**.

## **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 50 projects by 16 providers through contracts under the Supporting People Programme.

In order to continue with strengthening compliance monitoring arrangements in terms of the Welsh language, a questionnaire was sent to all Supporting People providers again this year.

9 of the 16 providers had returned the questionnaire within the timescale for completing this report. The monitoring results of the sample of the 9 providers (56%) are outlined below:

<b>Supporting People Programme Providers</b>			
Total	% monitored	% compliance	% non-compliance
16	56% (9)	89% (8)	11% (1)

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.

### **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.

9 external providers were commissioned to provide services for children, young people and families from the Families First grant with the remaining services being provided by internal officers. There is a condition in all service agreements noting that the service must be bilingual across the county and that Internal Officers must be bilingual.

Quarterly / year end reports have been received and these include examples of public material. A Monitoring Officer has been appointed and that officer has monitored all services during 2013/14 including the use of the Welsh language.

All providers comply with the requirements and ensure that the service is available in Welsh. During 2013/14 we have for the first time kept a record of the preferred language of service users.

<b>Providers – Families First</b>			
Total	% monitored	% compliance	% non-compliance
13	100% (13)	100% (13)	0%

### **3.1.3 Funding early education in the non-maintained sector**

The County Council funds 48 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. A formal review of this group's progress was undertaken during the summer of 2013 when it was found that good progress had been made.

Following receipt of monitoring reports during the summer of 2013, a letter was sent to two groups stating that their Welsh-medium provision needed to be improved. Progress made by these groups will be reviewed formally during the summer of 2014 but the mid-year monitoring report shows that acceptable progress has been made to date.

The Authority intends to refine the annual monitoring arrangements in 2014.

<b>Early Years Education Providers – non-maintained sector (playgroups)</b>			
Total	% monitored	% compliance	% non-compliance
48	100% (48)	96% (46)	2% (2)

### **3.1.4. Developments within the Contracts area**

In continuation from last year's activity, the Council has now finalised two key strategies - the Commissioning and Procurement Strategies. Within each is major reference to Welsh Language considerations and the continued embedding of the bilingual requirements within all Community specific involvement.

### **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:

<b>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</b>
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There have been 3 complaints during the period and all 3 were dealt with in accordance with the corporate standards = 100%.

A new Concerns and Complaints Policy came into force at the Isle of Anglesey County Council on 1 April, 2013 which means that the Council responds to

complaints in a different way and will take steps to learn from concerns expressed by our customers. The policy is based on the Model Policy developed with the Public Services Ombudsman for Wales as a common complaints handling system for public service providers in Wales.

The policy sets out three stages for complaints resolution. The first stage involves informal resolution, with concerns resolved at the point of contact. The second stage involves complaints being investigated internally. The third stage of the process may involve the referral of the complaint to the Public Service Ombudsman. Ideally, the Council would aim to resolve as many issues as possible at the first point of contact.

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

Complaint 1	<p>A complaint was received that the Council had responded in English to a Welsh e-mail.</p> <p>Corrective Action – an apology was sent, enclosing a Welsh translation of the original response. The matter was brought to the attention of all staff within the Department, reminding them of the requirements of the Language Scheme.</p>
Complaint 2	<p>An enquiry was received from the Language Commissioner regarding the ‘Ring of Fire’ race which is held annually in Anglesey. The organisers had listed the Council amongst its supporters on their website. Information was sought as to the nature of the Council’s support for the race and whether the support was linked to any conditions relating to language.</p> <p>Response – it was explained that the Council did not make any financial contribution but supported the event by giving permission for the race to start at the Holyhead Breakwater Country Park.</p>
Complaint 3	<p>A complaint was received that the sign in front of the (new) Ysgol y Bont (newydd), Llangefni is in Welsh only.</p> <p>Response – it was explained that the sign complied with the Council’s Language Scheme (section 5.2.2.) ie:</p> <p><i>‘The Council will employ only the Welsh version of place-names, names of rivers, mountains etc, and Council establishments, except in cases where the Council has recognised an official English version’.</i></p> <p>The official name of the establishment is ‘Canolfan Addysg y Bont’ and the Council has not recognised an official English version.</p>

## 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 that 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 has been able to report again this year on the above indicator, with the assistance of the ‘Northgate’ human resources computerised system, but the analysis by service (4.1.1) has changed as a result of a new service structure which was implemented on 1 November 2013. Work is continuing in terms of both data cleansing and efforts to increase the number of returns.

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:

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

#### 4.1.1 Analysis by Service

##### Chief Executive and Directors

Number of staff - 8

Number of returns - 6

% returns - 75%

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

## Deputy Chief Executive's Directorate

### Resources

Number of staff in the service – 123

Number of returns – 112

% returns – 91%

	L0	L1	L2	L3	L4	L5
No. (%)	3 (3%)	5 (4%)	6 (5.5%)	6 (5.5%)	11 (10%)	81 (72%)

### Corporate Transformation

Number of staff in the service – 35

Number of returns – 25

% returns – 71%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	0 (0%)	1 (4%)	0 (0%)	3 (12%)	21 (84%)

### Council Business

Number of staff in the service – 35

Number of returns – 35

% returns – 100%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	0 (0%)	1 (3%)	1 (3%)	3 (9%)	30 (86%)

## Lifelong Learning Directorate

Number of staff in the service – 175

Number of returns – 124

% returns – 71%

	L0	L1	L2	L3	L4	L5
No. (%)	2 (1%)	4 (3%)	7 (6%)	4 (3%)	23 (19%)	84 (68%)

## Community Directorate

### Provider Unit

Number of staff in the service – 540

Number of returns – 308

% returns – 57%

	L0	L1	L2	L3	L4	L5
No. (%)	32 (10%)	29 (10%)	22 (7%)	18 (6%)	32 (10%)	175 (57%)

### **Housing Services**

Number of staff in the service – 118

Number of returns – 109

% returns – 92%

	L0	L1	L2	L3	L4	L5
No. (%)	4 (4%)	7 (6%)	4 (4%)	5 (4%)	13 (12%)	76 (70%)

### **Children's Services**

Number of staff in the service – 92

Number of returns – 56

% returns – 61%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	7 (13%)	3 (5%)	3 (5%)	10 (18%)	33 (59%)

### **Adults' Services**

Number of staff in the service – 102

Number of returns – 68

% returns – 67%

	L0	L1	L2	L3	L4	L5
No. (%)	2 (3%)	2 (3%)	2 (3%)	5 (7%)	14 (21%)	43 (63%)

## **Sustainable Development Directorate**

### **Environment and Technical**

Number of staff in the service – 193

Number of returns – 153

% returns – 79%

	L0	L1	L2	L3	L4	L5
No. (%)	4 (2.5%)	8 (5%)	4 (2.5%)	4 (2.5%)	22 (14.5%)	111 (73%)

### **Planning and Public Protection**

Number of staff in the service – 102

Number of returns – 83

% returns – 81%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	9 (11%)	3 (3.5%)	3 (3.5%)	14 (17%)	54 (65%)

## Economic and Community Regeneration

Number of staff in the service – 301

Number of returns – 133

% returns – 44%

	L0	L1	L2	L3	L4	L5
No. (%)	10 (8%)	12 (9%)	8 (6%)	11 (8%)	17 (13%)	75 (56%)

### 4.1.2 Analysis by Post Grade

#### Chief Officers

Number of staff - 24

Number of returns – 15

% returns – 63%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	1 (7%)	0 (0%)	0 (0%)	3 (20%)	11 (73%)

#### Grades S01, S02 and P0

Number of staff - 443

Number of returns – 329

% returns – 74%

	L0	L1	L2	L3	L4	L5
No. (%)	3 (1%)	23 (7%)	13 (4%)	18 (5%)	53 (16%)	219 (67%)

#### Grades 1-6

Number of staff - 1357

Number of returns – 871

% returns – 64%

	L0	L1	L2	L3	L4	L5
No. (%)	54 (6%)	59 (7%)	48 (6%)	43 (5%)	106 (12%)	561 (64%)

### 4.1.3 Analysis by Workplace

#### Office-based staff

Number of staff in the area – 994

Number of returns – 774

% returns – 78%

	L0	L1	L2	L3	L4	L5
No. (%)	12 (2%)	44 (5.5%)	28 (3.5%)	32 (4%)	105 (14%)	553 (71%)

### Community Care

Number of staff in the area – 289

Number of returns – 212

% returns – 73%

	L0	L1	L2	L3	L4	L5
No. (%)	32 (15%)	25 (11.5%)	12 (6%)	14 (7%)	23 (10.5%)	106 (50%)

### Residential Care

Number of staff in the area – 205

Number of returns – 92

% returns – 45%

	L0	L1	L2	L3	L4	L5
No. (%)	3 (3%)	5 (5%)	10 (11%)	6 (7%)	13 (14%)	55 (60%)

### Leisure Centres

Number of staff in the area – 212

Number of returns – 59

% returns – 28%

	L0	L1	L2	L3	L4	L5
No. (%)	9 (15%)	6 (10%)	4 (7%)	6 (10%)	7 (12%)	27 (46%)

### Museums, Archives and Culture

Number of staff in the area – 45

Number of returns – 21

% returns – 47%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	0 (0%)	2 (9.5%)	2 (9.5%)	11 (52%)	6 (29%)

### Libraries

Number of staff in the area – 52

Number of returns – 34

% returns – 65%

	L0	L1	L2	L3	L4	L5
No. (%)	1 (3%)	2 (6%)	3 (9%)	1 (3%)	1 (3%)	26 (76%)

### 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%)

## Waste Management Sites

Number of staff in the area – 19

Number of returns – 17

% returns – 89%

	L0	L1	L2	L3	L4	L5
No. (%)	0 (0%)	1 (6%)	1 (6%)	0 (0%)	2 (12%)	13 (76%)

### 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 (internal)	12
Wlpan Course (external)	1
Wlpan Mid-Course (external)	3
Intermediate Course (external)	5
Intermediate Continuation Course (external)	1
Higher Continuation Course	1
Language Improvement	7
<b>TOTAL</b>	<b>30</b>

As well as the above courses, a small number of staff attended a Welsh in the Workplace course provided by Bangor University and staff have also attended residential courses at Nant Gwrtheyrn.

An element of language awareness training is provided under the Staff Induction Scheme and was received by the following numbers during this reporting period. The number has decreased somewhat since last year as a result of a reduction in the number of staff being recruited. These are the figures for the reporting period in question:



<b>Date</b>	<b>Number</b>
May 2013	7
June 2013	3
July 2013	7
November 2013	20
<b>TOTAL</b>	<b>37</b>

In addition, an element of language awareness training was provided as part of the Induction process for new Elected Members in May 2013.

Before beginning the new term of language lessons in September, two marketing sessions were held in the main offices to enable staff to learn more about the range of lessons available and staff were given an opportunity to speak with language tutors to find the most suitable course for them.

This year, for the first time, one-to-one language lessons were offered and 5 senior officers currently attend these to increase confidence in using Welsh at meetings.

The Human Resources Section is working more closely with the services to monitor the progress of individuals who have learning conditions within their employment agreements as well as monitoring the number of posts requiring Welsh speakers through the recruitment process. The language skills assessment form is still included in the annual appraisal pack and is used as another opportunity to seek to ensure that the skills audit contains current information.

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 within ...Welsh 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. The County Council has a

work programme in place, which has been adopted by the 'Penaethiaid' and has been scrutinised by the Language Task Group. It is strongly believed that the objectives of the strategy will only be realised through corporate ownership. The County Council is of the view that we generally meet the requirements expected at this stage. Reference will be made to progress 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 two years ago 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:

- An external consultant who works with the Housing Service has been learning a Welsh word a day and a sentence a week for some time and intends to go to Nant Gwytheyrn to learn Welsh. By now the individual has a better level of understanding of the Welsh language.
- One service is eager to display visual information to encourage the use of Welsh.

## **5.3 Language Task Group**

Membership of the Language Task Group has been reviewed and it is chaired by the Language Portfolio Holder, the Leader of the County Council. The Chair of the Corporate Scrutiny Committee is also a member so as to ensure that there is a sufficient link with the scrutiny regime. Recently, the group considered the implications of the proposed Language Standards on the authority and contributed to the County Council's formal response to the Language Commissioner.

## **5.4 Language Forum**

Since the last reporting period, the Language Forum has now been established and has met three times. The establishment of this Forum is a fundamental part of the Council's Corporate Plan and is a means of promoting the development and sustainability of Welsh as a living and thriving language that will be evident in all aspects of the life and work of the island's people and communities. Over the coming years, the Forum is expected to play a key part in developing effective policies and procedures to support and promote the growth of the language on the island. The Forum has high-level representation from a number of key bodies, which ensures that there is a range of skills and experiences to contribute successfully to its aims and objectives.

The Forum is currently considering the priority areas which will form the basis for preparing a robust action plan for the future. It is anticipated that there will be a focus on:

- Influencing the major establishments and developments coming to the island
- Identity and linguistic skills of young people
- Mapping the provision available on a partnership level

## **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 369 Welsh-medium followers at the moment, compared with 194 followers in 2013);
- by providing 'Twitter' bilingually (there are 1236 Welsh-medium followers at the moment, compared with 420 followers in 2013);
- through the Modern Gov programme which currently provides bilingual minutes of committees and was used to present live election results on 3 May 2013 and the Welsh Government election (Ynys Môn) in August 2013;
- through the ModernGov programme, a bilingual list of Elected Members' interests, gifts and hospitality;
- by providing the bilingual tourism site 'Visit Anglesey' – the site will be completed by April 2014.

## **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.

To further embed and mainstream equality considerations, we intend to ensure a closer alignment between the equality impact assessment process and project management within the Authority. Initial screening will occur at Project Start-up and will continue to be an integral part of the process.

## 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.	Language Portfolio Holder appointed. Language Task group meets under the chairmanship of the Language Portfolio Holder.
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.
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.  Final version to be available during the Spring of 2014.
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.	See 3.1.4
Implement the Language Standards	Establish appropriate procedures to comply with the Language Standards.	Response to the Inquiry on the Standards has been provided.

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.

Also, the fact that the Council has abolished its **Trainee Scheme** for some years now, as part of efficiency savings, poses a risk to the Welsh language. This scheme was important in terms of succession planning within the workforce.

## 7. Examples of Good Practice

### 7.1 Development of an Evidence Base for the Welsh language

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. It is anticipated that this work will have been completed before the summer. In addition, a review has been undertaken ('Arolwg Taith ac Iaith Gwynedd ac Ynys Môn'), which is also an useful evidence source.

## **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' and 'Twitter' have increased again this year (see 5.5.1.). Live publication of the local election results in 2013 was also an inventive use of technology to promote local democracy bilingually.

## **7.3. Language Charter for Schools**

On 14 February 2014 a conference for Head Teachers was held to raise awareness of the benefits of introducing a Language Charter for Schools. This Charter will put a framework in place to promote the use of the Welsh language both educationally and socially in schools. Following appraisal of the positive feedback received at the conference, consideration will be given to the way forward.

## **7.4. Community Translation Scheme**

A Community Translation Scheme Working Group has been established since September 2013 by the County Council, Menter Iaith, Medrwn Môn and the Association of Welsh Translators and Interpreters in order to develop a sustainable model for providing a community translation services for the island. The focus is on finding possible grant sources and the potential to train individuals to undertake simultaneous translation within their communities. This work is an example of strategically seeking to mainstream the language in communities.

## **8. Publication of Information on Performance**

The Monitoring Report will be submitted to the Language Task Group on 20 May 2014 and to the Executive on 9 June, 2014.

The 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 1/6/14
<p><b>Policies and new Initiatives</b></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><b>Internal Administration</b></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 1/6/14
<p><b>Services through Contract</b></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. 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. See 3.1.4</p>
<p><b>Youth Services</b></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 1/6/14
<b>Services Through the Medium of Welsh</b> 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.  Human Resources	Work has commenced.  Bilingual Meetings Guidelines on the Council's intranet.  Community Translation Scheme contributes towards this aim on a community level.
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 1/6/14
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**

<b>Objective</b>	<b>Action</b>	<b>Timetable / Target</b>	<b>Responsibility</b>	<b>Progress as at 1/6/14</b>
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	<p>This was done in December 2011.</p> <p>Language designation of posts available and work to include this on the HR/Wages system continues.</p> <p>New appraisal system addresses these actions. See progress under 4.2.</p>
	Updating the Skills Audit through the appraisal process	December, 2011 and then annually	Heads of Service	
	Conducting the Jobs Audit	Commence the process in December, 2011 and complete by the end of March, 2012.	Heads of Service	
	Comparing the skills needs with the available skills	April-May, 2012	Heads of Service	
	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 1/6/14
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	See 3.2 of the monitoring report.
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.	Quarterly meetings. Receive statistics on staff appointments on a quarterly basis. Report on any risks or gaps in performance to the Corporate Scrutiny Committee to scrutinise as the need arises.	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 2013/14:

**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.	27 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.	3 clubs
Number of Youth Clubs where Welsh is a second language for staff.	0
Number of Clubs with at least one member of staff who is a fluent Welsh speaker present every evening.	30 out of 30 clubs
Service level agreement with the Urdd and Young Farmers to support a network of Welsh clubs across the island for children and young people.	6 YF clubs Urdd – community provision x 13, including clubs, sections and senior sections. Activities in 48 out of the 53 schools.
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. An extensive Welsh-medium training programme provided for all competitions by the 2 organisations. The majority of the activities will lead to an opportunity to compete on a national level in Welsh. Also, the Urdd and Young Farmers have offered a range of courses for young people which have led to national and local accreditations.	
A fully bilingual joint bus outreach service with voluntary organisations.	3 or 4 nights a week
Youth Forums Project (Children and Young People’s Partnership and Local Voices – Medrwn Môn). 5 Area Forums are held, one County Forum and a number of other task and finish activities.	6 Youth Forums
In addition, Urdd has a Youth Forum and Young Farmers are in the process of re-establishing one.	2 Youth Forums
Duke of Edinburgh Award Outdoor Centre – 8	7 are bilingual
Groups working towards achieving accreditation in Youth Achievement Schemes (ASDAN), Agored Cymru	15 groups
Youth Workers appointed to work in all schools, to offer support	4 of the 5

## Appendix 2 – Questions on Priority Areas

to young people in danger of becoming disillusioned with formal education. A range of courses offered and, through working with Urdd Gobaith Cymru, a wide range of training opportunities were offered in Open Air Activities – an area where traditionally not many Welsh speakers are able to support this type of activity.	secondary schools and their catchment areas offer a Welsh-medium service
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### 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.

The Urdd has been working hard to develop their Training Programme to offer a range of accredited courses for young people through the medium of Welsh, including course modules for Young Leaders; Canoeing Accreditation; First Aid and Producing Digital Videos. They have also held courses for Leaders to enable them to lead on work with groups of youths. This is in addition to the wide-ranging activities that happen on an annual basis to prepare children and youths for Local, County and National Eisteddfodau.

Standard programmes are provided by Young Farmers Clubs throughout the year in the 6 clubs, as well as a broad programme of various activities for the county. Training is provided through the medium of Welsh for officers and the clubs and the County Federation offer training in areas as broad as Judging Stock, Public Speaking, Reading, Entertainment and Performing. Their programme was extended this year to include Field Days.

The Urdd has a very lively Youth Forum and Young Farmers are in the process of re-establishing their Forum. Llais Ni are now working with the Local Voices project (Medrwn Môn) to develop democratic skills amongst young people, eg a 'Question Time' session was held with a Panel including the Member of Parliament, Assembly Member, Leader of the Council and the Council's Chief Executive on Energy Island and its implications for the county's youth. This was fully bilingual.

During 2013-14, Penmynydd Youth Centre was transferred to the Urdd to develop a Rural Youth Centre and establish a centre for the organisation on the island to be developed as a centre for Welsh and rural developments on the island. The building has been taken over and offers a good home for a vast number of the organisation's activities and meetings, and also offers accommodation for the local Young Farmers Club, as well as a number of local associations for adults, thereby promoting and sustaining Welsh culture in the area.

The Youth Services' Accreditation Development Worker has been working with the Urdd, through the Potential project and provided opportunities for young people to complete courses such as Creative Writing and Open air Activities Courses through the medium of Welsh. The Urdd has also played a key part in supporting the work of

## Appendix 2 – Questions on Priority Areas

developing youth services' staff to enable them to offer the expeditions element of the Duke of Edinburgh Awards.

### **Membership Targets:**

The Urdd and Young Farmers have exceeded their targets to increase membership levels in 2013-14 and this year's membership for both organisations will not close until the end of the summer.

**Supporting and Maintaining Welsh-medium Activities:** Young Farmers secured a grant through Llwyddo'n Lleol to enable them to get a Welsh Band for the Club Rally dance this year. 500 young people attended. They also worked jointly with the Royal Welsh Show Appeal Committee and approximately 2,500 attended various Welsh-medium activities during the spring, summer and autumn of 2013.

### 3. **Staff Skills**

#### **Staff Recruitment - Youth Service Staff Profile**

	<b>Full-time Staff</b>	<b>Part-time Staff</b>
Staff who are fluent Welsh speakers	11	58
Staff with Welsh as a second language	2	14
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 27 youth clubs and desirable in the other 3. 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.

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.

## Appendix 2 – Questions on Priority Areas

### 4. Finance

Section	Organisation	Agreement	Sum	Length of agreement	Comments
Grant from Youth core budget	Urdd	SLA	£20,380	2013/14 Grant	To remain the same for 2014/15
Grant from Youth core budget	Anglesey Young Farmers Federation	SLA	£20,380	2013/14 Grant	To remain the same for 2014/15
CYPP	'Llais Ni'	SLA	£12,200	2013/14 Grant	Develop participation amongst children, young people and families through ' <b>Llais Ni</b> '.
Local Voices (lottery grant)	'Llais Ni'	SLA with Medrwn Môn	£22,500	2013-17 Grant	Develop the democratic skills of young people and children through ' <b>Llais Ni</b> '.
Families First Grant	Youth Service and Red Cross	SLA	£50,000	To be reviewed at the end of September 2014.	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 essential administration (budget includes external grants of approximately £600k).

### 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 2013/14:

### **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.

Information regarding language issues is requested from providers as part of quarterly monitoring.

### **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?**

Annual agreements ensures that all services funded through the grant provide bilingual services. The linguistic needs of service users forms part of quarterly monitoring, ie. the users’ preferred language.