



# **Powys County Council Welsh Language Standards Annual Report 2020**



**Prepared in accordance with the requirements of the**



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## 1. Introduction

Powys County Council is required to comply with the Welsh Language Standards, introduced under the Welsh Language (Wales) Measure 2011. The Welsh Language Measure gives the Welsh language official status in Wales, and its basic principles are that the Welsh language should be treated no less favourably than English, and use of the Welsh language should be promoted and facilitated, to make it easier for people to use Welsh in their day to day lives.

There are 5 main sets of Standards the Council must comply with, with the first ones becoming operational from 30 March 2016.

**Service Delivery Standards** – how the Council provides services through the medium of Welsh, including through correspondence, telephone services, meetings, documents, digital information, reception services, administering grants and contracts and promoting Welsh language services.

**Policy Making Standards** – how the Council considers the Welsh language and assesses impact on the Welsh language when making decisions and allocating grants, and how to modify any proposals in order to have a better impact on the Welsh language.

**Operational Standards** – how the Council provides opportunities and encourages the use of Welsh in its internal operations, including employment information and internal policies, complaints and disciplinary procedures, intranet services, training and resources for staff and the recruitment process.

**Promotion Standards** – prepare and implement a Strategy for promoting the Welsh language in the area, to increase the number of Welsh speakers and increase its use.

**Record Keeping Standards** – keeping specific records concerning the Council's performance in certain areas under the standards.

A copy of Powys County Council's compliance notice, which outlines all the Standards the Council is under duty to comply with, is available on the Council's website, as well as on the staff intranet.

This Annual Report is published to comply with Standards 158, 164 and 170, which state that the Council must prepare an annual report to deal with the way in which the Council complied with the Standards. This report's main focus is therefore on the period between 1 April 2019 and 31 March 2020.

## 2. Compliance with the Welsh Language Standards

### i. Service Delivery

Work undertaken during the 2019-20 financial year to ensure compliance with the Service Delivery Standards and to improve how services are provided through the medium of Welsh by Powys County Council is outlined below.

#### Staff Handbook

The Staff Handbook has been updated during the year, and includes information on the Welsh language as one of the key elements that staff need to consider when undertaking their duties on behalf of the Council, along with elements such as the Council's values, communications and customer care, and information on working conditions, council structure and partnerships. The information on the Welsh language in Powys references the requirements of the Welsh language standards when providing services to the public and the active offer of a service in Welsh. This includes links to guidance and more detailed information, and information on how to obtain further support, resources to help meet the requirements and information and support for developing Welsh language skills.

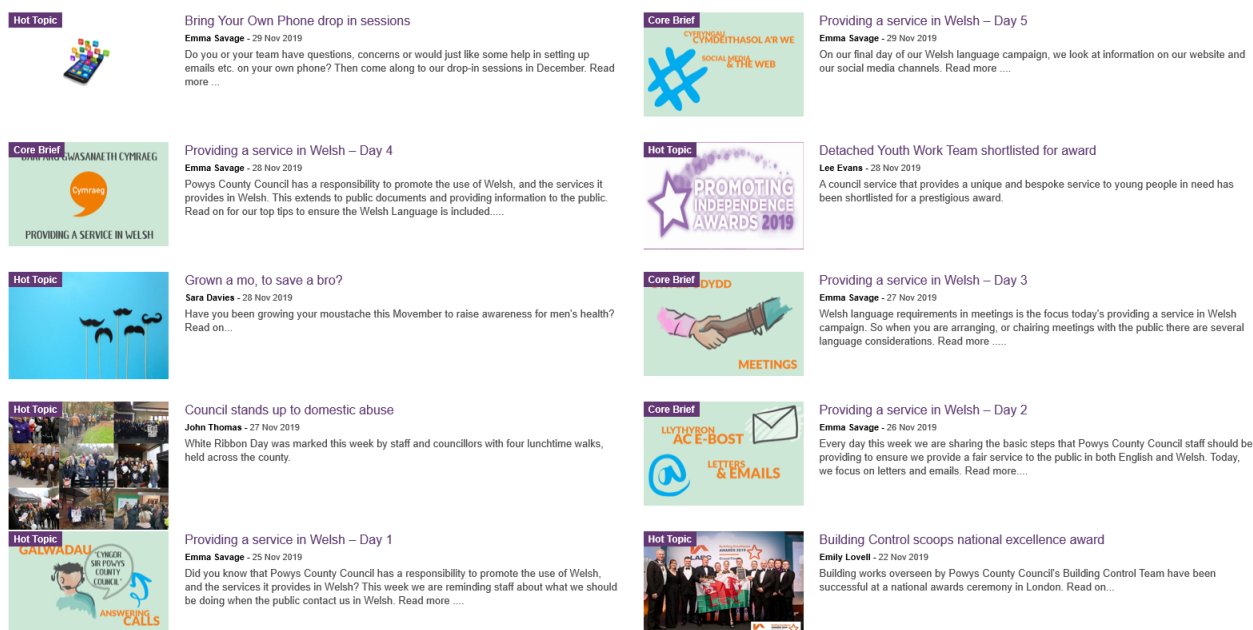
#### 'Providing Services in Welsh' Internal Campaign

During November 2019, we ran a week-long internal campaign highlighting different aspects of what staff need to be doing in order to provide services to the public through the medium of Welsh and to comply with the requirements of the Welsh Language Standards. Information was placed on the Council's intranet homepage over five days, from 25 November to 29 November highlighting different elements of the requirements upon the Council when providing services to the public, and staff were sent daily messages via the Corporate Communications email account to accompany this. We had days focusing on:

- Answering the phone;
- Letters and email;
- Conducting meetings;
- Publishing documents;
- Social media and the web.

By the end of the week, the news *carousel*, the most prominent section on the Council's intranet home page, was full of articles relating to the provision of a Welsh language service.

The image below shows the news stories published on the Council's intranet homepage during the campaign week;



To coincide with the Council's corporate intranet and e-mail campaign, posters were produced and posted at Council's offices and premises which contained information on the basic elements of providing services in Welsh, and also included information about the requirements to consider the impact of the Council's decisions and policies on the Welsh language, and the legal responsibility upon the Council to provide services according to the requirements of the standards and not to treat the Welsh language less favourably than the English language. The posters remain within council buildings, positioned prominently to remind staff of the requirements of the Standards and to ensure that the public receive a service through the Welsh language.

We continue to highlight the campaign, and use the posters on providing a service in Welsh at meetings and information sessions since the campaign was held.

### Indicating Language Choice – Social Services

Work has continued within Powys social services to recognise what languages service users speak and which is their first language, to identify in which language they want to receive their services. The Council has ensured from 2018 that referral forms to social services include two mandatory fields to be completed:

- What is your first language?
- Which other language(s) do you speak?

This is to purposefully avoid asking for a preferred language, as experience shows that clients will not necessarily ask for a service in Welsh, even if they would prefer it, to facilitate providing the active offer.

This is becoming more effective, but the percentage of service users indicating that they speak Welsh remains lower than the 18.6% of the population who indicated that they spoke Welsh in the 2011 census.

To coincide with this, the adults and children's services have increased their staff language skills data in order to be able to link Welsh speaking staff with Welsh speaking service users to facilitate the delivery of the active offer of a Welsh language service, as required by the Welsh language standards

and More Than Just Words: The Welsh Government's Strategic Framework for the Welsh language in Health and Social Care.

Powys' social services teams within Children's Services, Adults Services and the Commissioning now have language skills data for 91.3% of their staff, and the data indicates that 11.4% have sufficient skills to be able to provide a face to face service through the medium of Welsh (please see the data in section 4 Employee Welsh Language Skills below).

A Plan on a Page has been developed by the service to achieve the aim of 'Powys Social Services being available to Welsh speakers in Welsh without them having to ask for it of state a preferred language'. The plan outlines activities to be undertaken under three specific elements; Supporting Service Users; Language Skills and the Active Offer, and specifies who is responsible for undertaking those activities. Heads of Service, the Welsh Language Champion, the Commissioning and Contract Monitoring Team, Social Work Practitioners, the Social Services Training Team, the Communications Team, the Welsh Language Officer and the Powys Association of Voluntary Organisations are all partners in implementing the plan.

#### Welsh Language Champions Group – Social Care

To support the work of developing the way the Council delivers services according to the linguistic needs of the public, and to improve the quality of services available, a Welsh language Champions Group was established within the county's social services section. The group was established following a discussion at the social services Employee Representatives group meeting and has therefore genuinely arisen from the desire of the department's staff to do what they can to promote Welsh language services within social care. Each team was asked to nominate a champion to represent them on the group and the first meeting was held on 3 February 2020, where a chair from among the group to lead the discussions about new opportunities, challenges and solutions to provide services to their clients.

#### Mystery Shopper

A mystery shopper exercise has been arranged for Powys County Council Social Services (Adults and Children's Services). This will be ongoing practice, and undertaken on a quarterly basis, looking at services by telephone, e-mail, web-link systems, correspondence and reception services.

Over the year, it will be possible to evaluate the service, seeing whether enquiries were responded to within the timescale, comparing the response to English and Welsh contact, how Welsh enquiries were dealt with, if the appropriate information was provided and in the appropriate format, and getting feedback about a general attitude towards providing a service in Welsh during any contact.

\*Although the exercise has been commissioned and was due to start in the first quarter of 2020-21, its commencement has been postponed due to work to respond to the Covid-19 pandemic.

#### Working with Partners

The Welsh Language Promotion, Challenge and Support Group continues to operate under the Regional Partnership Board's structure, to support the provision of services and expanding Welsh language provision throughout the county, and reports to the Regional Partnership Board's Cross-cutting Projects Group. The group's membership includes representatives from Powys County Council, Powys Teaching Health Board, Powys Association of Voluntary Organisations, Mid Wales Fire and Rescue Service, Dyfed Powys Police, the Ambulance Service, Neath Port Talbot College and

the Mentrau Iaith (language initiatives). The group's primary focus is on providing the Active Offer of a service in Welsh, under the Welsh Government's More than Just Words Strategic Framework

The Council continues to support and collaborate with Powys Teaching Health Board and PAVO on promoting the Welsh language, including working together on a Strategic Framework for the health and social care workforce. A specific meeting was held to discuss how to include the Welsh language within the plan to ensure sufficient skills to enable providing services according to the requirements of the Welsh Language Standards.

Following the Council's success in winning awards at a GB level for its impact assessment process at the Alarm Institute Risk Awards in 2018, representatives from the Council were invited to give a presentation on its impact assessment process to the Welsh Risk Network on 12/7/19. The way in which the Council assesses the impact on the Welsh language, as well as on Equality, Future Generations, Council Strategic Priorities and Risk, among other elements was outlined, setting out how the assessments contribute to the Council's decision-making process. Further information on the impact assessment process is provided in section ii – Policy Making Standards, below.

### Work with Contractors

A survey was conducted with 3<sup>rd</sup> party organisations operating within social care under, under the work of the Welsh Language Promotion, Challenge and Support Group, to identify to what extent those organisations are able to provide services according to the requirements of the Welsh Language Standards, and to see what support they would find useful to improve how they are able to achieve the requirements. The Active Offer Survey for organisations working in the social care sector (2019) identified that 78% of the respondents have a Welsh language policy. Even though the number of Welsh speakers employed is low, 69% of the organisations provide support for staff to learn Welsh. Linked to Welsh language skills within the workforce, only 27% of respondents are always able to publish information bilingually, 11% always sends correspondence bilingually, and 27% can conduct telephone conversations in Welsh. However, only 22% never ask their customers in which language they wish to receive a service.

The Council worked with Powys Association of Voluntary Organisations (PAVO) on a project to provide support to voluntary and 3<sup>rd</sup> party organisations (but would also be more widely available within the county, e.g. to health primary care settings) to help them provide the active offer, and provide more services through the medium of Welsh. A Welsh Language Development Officer was appointed to work within PAVO to work specifically on the project. The results of the survey above was used to inform the project and to identify what support organisations would need and would appreciate.

The project provides support to organisations with;

- Drafting a Welsh language action plan
- Including the active offer in funding applications
- Signposting organisations to experts to be get support to do more in Welsh
- Support with bilingual marketing and social media
- Training and webinars on the active offer
- Translation services
- Guidance on how to use the materials package created as part of the project
- Specialist support on any queries related to the Welsh language

An official launch event was held for the project on 2 October 2019, which introduced the toolkit and provide an opportunity for organisations to learn more about the active offer and what it means for Welsh speakers living in Powys. Several keynote speakers were invited to discuss various elements of providing the active offer, including the Welsh language Commissioner, health and social care practitioners, as well as service users to get a flavour of user experience.

The wording on providing services through the medium of Welsh and complying with the Welsh Language Standards within social care contracts was updated and strengthened during the year. The contracts stipulate that services shall comply with the Welsh Language Standards and the Welsh Government's More than Just Words Strategic Framework, and states the elements that contractors are expected to undertake, and states that additional requirements may be stipulated in some cases. In the tender document, contractors must also state 'How you will support service users to access the service through their preferred choice of media and language in line with the Welsh Language (Wales) Measure 2011 and More Than Just Words Framework'.

A more robust monitoring regime was introduced to ensure compliance and to see what support would be helpful to the contractors. That process includes a series of questions to establish whether the organisations have a Welsh language policy, the number of Welsh speakers and learners they have working in Powys, and to measure their ability to provide the Active Offer and to provide services through the medium of Welsh face to face, over the telephone and in written material. It is also asked what would help them to provide services in accordance with the requirements.

The Council also worked with contractors who provide online services on behalf of the Council's revenue and benefits and children's services departments to develop online services through the medium of Welsh, including internet chat functions and counselling tools.

#### Welsh Language Commissioner Assurance Report

As part of the Welsh language Commissioner's work for the annual assurance report, Powys County Council received a detailed report on its performance, which sets out the areas where it is performing well, and which areas need to be improved.

The report received in November 2019 stated as follows (a comparison with the results of the previous year's survey is given where the same elements were involved in both surveys);

- The Council had responded in Welsh to a higher proportion of emails received in Welsh  
A Welsh response was sent to 2 of 3 Welsh emails received, compared to one of three emails the previous year
- All phone calls in the survey were answered in Welsh, and a higher proportion were dealt with fully in Welsh  
An automatic Welsh option was available and a Welsh greeting was given in each call, and a full response was provided in Welsh in 2 calls out of 3. This compared to an automatic option and a Welsh greeting in all calls the previous year, and a full Welsh response in 1 call out of 3.  
*Powys County Council's Standards for telephone calls state that the Council must deal with calls in Welsh (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter*
- Documents had been provided in Welsh according to the requirements of the Welsh Language Standards, in line with the previous year's results



- The vast majority of social media posts had been published in Welsh (13/15 on Facebook and 14/15 on Twitter)
- All examples of the Council's corporate identity seen were bilingual, in line with the previous year's results
- All jobs were advertised in Welsh and the application process was fully available in Welsh
- Reception staff were able to deal with visitors in Welsh and all signs in the reception area were in Welsh

However, the report also identified some weaknesses, as follows;

- Welcoming correspondence in Welsh – responses to emails sent did not include a statement that the Council welcomes correspondence in Welsh.  
The Council has now updated its email signature template to include a standard sentence to state that it welcomes correspondence in Welsh. The template is available on the Council's intranet, and was advertised through messages from the Council's Corporate Communications email account and through Service Management Teams.
- Documents – English versions of documents, forms, leaflets etc did not include a statement that the documents were also available in Welsh.  
Guidance for Council staff on compliance with the Welsh language standards includes a section on ensuring English versions of documents include a statement that the documents are also available in Welsh.  
A standard statement has also been prepared to be included in documents designed by the Council's graphic design section.
- Consultation Documents – Consultations did not ask opinions on the Welsh language.  
The Council's corporate template for consultation surveys was updated in January 2020 to include standard questions on the impact of any proposals on using the Welsh language and on not treating the Welsh language less favourably than the English language. Further information is provided in section ii. Policy Making Standards, below.
- Website – a survey of 30 webpages identified that the information provided on Welsh webpages was sometimes different to that provided on the English pages and identified that some Welsh pages did not function fully.  
However, further investigation by the council found that the survey had been conducted during the transfer from the old web platform to the new platform, and by the time the Council received the report, the issues identified had all been rectified.

#### Translation and Providing Information Bilingually

Powys County Council has an internal translation unit which supports the Council's services and enables them to provide information bilingually, and provides simultaneous translation in meetings, enabling people to contribute to meetings in their language of choice, and ensuring that all those taking part in the meeting are able to follow the discussion fully.

The Council's Translation Unit received 6832 requests for written translation service during the year, compared with 6724 the previous year, which shows that the Council continues to increase the information available bilingually for residents and visitors to the county.

During the year, 97.4% of translation requests were returned within the targets set for completing the work. This varies from a 1 day turnaround target for urgent requests such as urgent press releases, urgent information for the website and intranet, social media posts, correspondence, adverts and committee agendas, 5 working days for less urgent requests such as general letters,

posters, job descriptions and documents less than 100 words, or a longer agreed target for larger documents and strategies. This enabled publishing information bilingually to the public, employees and elected members in a timely manner.

The largest proportion of translation work was undertaken for the Schools Service (22.9%) with a significant proportion also undertaken for the Property, Planning and Public Protection Service (13.7%), Workforce and Organisational Development (11.5%) and Transformation and Communications (10.4%).

#### Welsh Language Commissioner Investigation

An Investigation was conducted by the Welsh Language Commissioner during the year into a failure to comply with the Welsh Language Service Delivery Standards. The Commissioner came to the conclusion that the Council had failed to comply with the Welsh Language Standards by failing to respond in Welsh to correspondence sent to the Council in Welsh. Further information about the investigation is provided in Appendix 1.

Appendix 1 also lists a series of complaints received by the Council regarding services provided in Welsh and its compliance with the Service Delivery Standards.

#### **ii. Policy Making Standards**

Work undertaken during the 2019-20 financial year to ensure compliance with the Policy Making Standards and to improve how the impact on the Welsh language is considered within Powys County Council's policies and decisions is outlined below.

The Council's Corporate Impact Assessment process has been updated during the year. The process includes assessing the impact of the Council's policies and decisions on the Welsh language, along with equalities, future generations, council priorities, and a number of other elements. The revised template and guidance were published on the council's intranet during March 2020, ready for use from the start of the new financial year.

There are also plans to digitise the impact assessment process during 2020-21, which will facilitate the process for the person carrying out the assessment, and enable measuring the cumulative impact of the Council's decisions and services on any element considered within the assessments.

The questions about the impact on the Welsh language include considering the impact on;

- Opportunities for individuals to use the language, and not treating the Welsh language less favourably than the English language
- Opportunities to promote the Welsh language
- Welsh language impact on staff

The assessment form asks how the proposed change contributes or affects those headings and measures the predicted impact, from very poor to very good.

There are further questions to identify what will be done to ensure a more positive impact or to mitigate any negative impacts, and also requires a measure of the impact after the mitigation steps.

An impact assessment is required to accompany reports being submitted to the Council's Cabinet for consideration, and a summary of the anticipated impact must also be included in the cabinet report. Impact assessments are also required to develop other policies and proposals by Council services which may not necessarily be sent to Cabinet for decision.

Training sessions are provided for staff who undertake impact assessments, with training provided every quarter.

The Council's corporate template for consultation surveys has been updated, and now includes questions on the impact of any proposals on using the Welsh language and on not treating the Welsh language less favourably than the English language. This template is also used for school transformation consultations.

The corporate consultation guidance was also updated during March 2020, and included a section on assessing impact on the Welsh language and getting the views of stakeholders on the impact on the Welsh language.

The section on the Welsh language states that the Welsh Language Standards stipulate that the authority must assess the impact of policies and services on the Welsh language, and includes example questions, as follows;

"What impact would this proposal have on opportunities to use the Welsh language, and on treating the Welsh language no less favourably than English?"

"How could it be changed to have a more positive impact?"

An Investigation was conducted by the Welsh Language Commissioner during the year into a failure to comply with the Welsh Language Standards in relation to Impact Assessments on proposals to merge schools in the Llanfyllin area. The Commissioner came to the conclusion that the Council had failed to comply with the requirements of the Policy Making Standards with regard to sufficiently assessing the impact of the school transformation proposals on the Welsh language, and when asking questions about the impact of the proposals on the Welsh language during the consultation process. Further information about the investigation, including steps undertaken by the Council to improve its processes, is provided in Appendix 1.

### **iii. Operational Standards**

Work undertaken during the 2019-20 financial year to ensure compliance with the Operational Standards and to improve how internal information, resources and services are provided is outlined below.

#### **Resources for Staff**

The Council's new, bilingual intranet site was further developed during the year to include additional information and resources for staff, ensuring that all pages, resources, documents and tools work through the medium of Welsh as well as English.

In February 2020, a new corporate e-mail signature was created for Council staff, which includes a standard sentence for welcoming correspondence in Welsh.

A new link has been placed at the top of the Council's staff intranet to enable fluent Welsh-speaking staff to be found easily. This will make it easier to find Welsh speakers e.g. for directing telephone calls.

The Staff Handbook has been updated, and includes information about the Welsh language and the requirements of the Welsh Language Standards, along with links to enable staff to access further guidance, resources, support and information on developing Welsh language skills.

### Internal Communication

Work has been undertaken during the year on refining the process for internal communication within the Council, to ensure that information is presented bilingually to staff through the internal communication channels.

In addition to the information provided bilingually on the Council's intranet, e-mails from the council's corporate communications account are sent either bilingually in tabular form with both languages side-by-side for shorter messages, or in two separate emails – one in Welsh and one in English – sent simultaneously if the messages are longer.

The same procedure is also followed with emails from the Council's IT and Learning and Development accounts.

Internal guidance has also been produced for presenting of videos and vlogs bilingually.

If a video contains a number of different staff members delivering messages, the Council will try to ensure that Welsh and English speakers contribute to the video, with subtitles provided in English or Welsh in the relevant sections.

In videos that have one contributor, if the contributor is bilingual (e.g. the chief executive) depending on the nature of the message to be delivered, the video will be produced bilingually, with appropriate subtitles, or two separate videos produced in both English and Welsh.

If a video is created with a non-Welsh speaking contributor (e.g. a non-Welsh speaking Cabinet member or director) then one version will be created with Welsh subtitles and one with English subtitles.

### Induction Sessions

The Council conducts induction sessions for managers, which includes a session on the Welsh language in Powys and the Welsh Language Standards. This may be for managers joining the Council for the first time, or managers who have been promoted internally to these posts.

A new induction process for all new staff joining the Council has also been established, with the sessions also to include information on the Welsh language and the Welsh Language Standards. A schedule of monthly sessions has been arranged, with the first session due to be conducted on 31<sup>st</sup> March. However, due to the Covid-19 pandemic, the first sessions were postponed.

### Individual Service Sessions

Sessions were also held with individual service areas to discuss the provision of bilingual services and the requirements of Welsh language standards, including a series of meetings with groups of staff from the Council's housing department in July and August 2019 and in January 2020 as part of training provided for the department on providing services to the public; a session on promoting Welsh language services through social care contracts at the Council's commissioning services management meeting (8 May 2019); and a discussion about the provision and promotion of services through the medium of Welsh and supporting staff to expand provision within social care at the Council's Social Care Employee Representatives meeting (21 October 2019).

### Powys County Council Staff Awards – Welsh language Award

The Welsh Language Award was included among the Powys County Council Staff Awards again this year. This is awarded to an employee or team who has gone above and beyond what is expected of them to ensure customers can receive a service of a high standard through the medium of Welsh, or who has inspired others to do more through the medium of Welsh.

The award highlights the importance and value of providing a good service through the medium of Welsh, and shows appreciation to those staff who go a step further in ensuring that a good Welsh language service is available.

#### Welsh Language Skills Development

Under the requirements of the Operational Standards, but also as part of the council's commitment to increase the number of Welsh speakers within the county, as its contribution towards the Government's target of one million Welsh speakers by 2050, the council encourages its staff to learn Welsh through a variety of options;

a) Work Welsh Welcome on-line course

The council has registered as an employer for the Work Welsh courses, and promotes opportunities to learn through these methods through news articles and a Learn Welsh section on the intranet, and through emails from the Corporate Communications account.

The Work Welsh Welcome Course is available for all Council staff free of charge.

According to the most recent report, 231 members of staff had registered for the on-line courses, with 11 having completed the course

Towards the end of the year, with Covid-19 movement restrictions and changes in the way in which people work, there was a significant increase in the number of staff in the number of staff undertaking the on-line Welcome course, with 51 courses completed since the end of March – an increase of 463% on the number which had completed the courses before that time.

b) Community Welsh for Adults courses

Several staff follow Welsh community courses, either in the evening or during the working day, with the council paying their registration fees.

40 members of staff have attended community courses during this academic year, enrolling through the Council, and with the council paying their fee.

c) Work Welsh course

The Council worked with Mid Wales Housing to arrange an intensive Work Welsh course, to ensure we had sufficient numbers of learners at the same level and who could attend the same venue to have viable numbers to for a course. Members of staff from both organisations attended weekly courses at Mid Wales Housing's headquarters in Newtown every Monday from October 2019 to mid April 2020 (with the final lessons provided on-line due to Covid-19).

Support was provided to the group as well through a session to showcase the resources available to enable staff to work through the medium of Welsh, including on-line dictionaries and terminology, e.g. Welsh Academy Dictionary, TermCymru and resources provided by the Welsh Language Commissioner; spell-checking software provided by Cysgliad and Microsoft; as well as resources and support available to Council staff through the Welsh language pages on the intranet and support through the Council's Welsh Unit.

d) Other Learning Methods

Staff also learn through other methods, and have attended the Work Welsh five day residential course, learning through 1 to 1 seminars, and through less format activities, such as conversation groups and Welsh language lunches.

#### **iv. Promotion Standards**

Work undertaken during the 2019-20 financial year to ensure compliance with the Operational Standards and connected to Powys County Council's Welsh Language Promotion Strategy to extend the use and opportunities to use the Welsh language, and increase the number of Welsh speakers in Powys is outlined below.

#### Community Translation Course

A one-day community translation course held at Canolfan Nantirwen, Llansilin, was supported jointly with Menter Maldwyn. The course, which was free to attend, was held in June 2019 led by Dafydd Chilton, who has extensive experience in simultaneous translation and community translation through Conwy Community Translation.

The purpose of the course was to develop skills to enable people to provide a simultaneous translation service which would enable meetings and community events to be held in Welsh or bilingually, re-normalise the use of Welsh in more formal situations within our community, and to provide opportunities for people to work, gain experience and develop a career within our rural communities.

#### Mudiad Meithrin Staff Awards

Powys County Council sponsored the Cylch Ti a Fi Award as part of Mudiad Meithrin's Annual Awards for the second year running. As well as supporting an organisation undertaking crucial work within the county, the Council saw this as an opportunity to show how much it appreciates the work done within the community by committed individuals and groups to provide a service and to promote the Welsh language.

#### Promoting Welsh Culture and Events

The Council facilitated and supported Urdd meetings to prepare for the Urdd National Eisteddfod. The Eisteddfod was due to be held in Powys in 2022, but has now been postponed due to the Covid-19 pandemic. Support included facilitating meeting arrangements for a public meeting in June 2019 for the community to formally invite the Eisteddfod to the county.

The Council took advantage of events such as Welsh Music Day to raise awareness and celebrate Welsh culture. For Welsh Music Day (Dydd Miwsig Cymru) the Council created a playlist with music by artists from Powys or who have links to Powys, to promote on social media, along with a series of videos and recordings by artists from the area representing different musical *genres* to generate interest and raise awareness of Welsh language music from the county, as well as provide publicity for the national campaign and celebrations.

The Council supported the Llywelyn's Day celebrations held by Menter Brycheiniog a Maesyfed in Builth Wells on 11 December 2019. As part of the celebrations, in the run-up to Llywelyn's Day, Menter Brycheiniog a Maesyfed commissioned a drama about Llywelyn's history to travel around schools in the area, and was experienced by around 600 children from Key Stage 2. Workshops were also held in schools to create swords and shields for the celebrations. On Llywelyn's Day, a procession was held in Builth Wells, with around 220 children from 7 schools in the local catchment taking part, along with around 20 volunteers from local groups, including the Rotary and the Language Forum to support the activities. A morning of activities followed, with Prince Llywelyn from the drama and the Welsh Whisperer providing entertainment.

#### Powys Education Developments

The Council has been developing a new vision for education in the county over recent months, with input from a wide range of stakeholders, including councillors, headteachers, governors, school staff, school service staff, learners.

In April 2020, a 'Strategy for Transforming Education in Powys 2020-2030' was approved, which was developed based on the feedback received.

The strategy includes 4 Strategic Aims. One of these aims is to 'Improve access to Welsh-medium provision across all key stages', with the aim of ensuring an increase in the number of children accessing Welsh-medium education. A work programme will accompany the strategy, which will include specific activities relating to Welsh-medium education, including moving schools along the language continuum and developing new provision.

Under Welsh language education promotion, the Council has established a Welsh Education Promotion sub-group under the Council's Welsh Education Forum. The promotion group's membership includes representatives from RhAG (Parents for Welsh medium Education), Mentrau Iaith (Welsh Language Initiatives) and Mudiad Meithrin, as well as Council officers.

The group is currently working on preparing a leaflet to promote Welsh-medium education, with the work being co-ordinated by the Mentrau Iaith and Council officers. The intention is to launch the leaflet in September, as part of a campaign to promote Welsh-medium education in Powys, which will also include a series of videos.

**v. 2020-21 Work Plan**

		Relevant Sections of the Welsh Language Standards	Target Date
1	To establish a new Welsh Language Governance Group for Powys County Council, to ensure the Welsh language, including the impact of decisions on the Welsh Language, is considered in strategic discussions and plans	Policy Making, Service Delivery, Promotion	December 2020
2	Conduct a review of the work and structure of Powys' Welsh Language Support, Challenge and Promotion work, to ensure the group has the appropriate influence, and the partners benefit from its work	Service Delivery, Promotion	October 2020
3	Support the delivery of services through the medium of Welsh and the provision of the Active Offer through sessions at Service Management Teams to discuss the requirements of the Welsh Language Standards, including Service Delivery, Policy Making and Internal Operation Standards	Service Delivery, Policy Making, Operational	March 2021
4	Conduct a Mystery Shopper Exercise within the Council's social care services to evaluate how services are complying with the requirements of the Welsh Language Standards and More Than Jut Words	Service Delivery	March 2021
5	Create a database of useful phrases for staff and elected members, to encourage more use	Service Delivery	August 2020

	of the Welsh language and provide the Active Offer of a Service in Welsh		
6	Create and introduce a system to automate the translation request and logging process, to create an user-friendly process to request translation work, and enabling the capture of translation data, allowing the translation team to focus on translation work	Service Delivery, Operational	July 2020
7	To digitise the integrated impact assessment process, to make the impact assessment process more accessible, and enable interrogation of the data	Policy Making	September 2020
8	Conduct an internal Active Offer refresher campaign through corporate communication channels to remind staff of the requirements of the Welsh Language Standards	Service Delivery, Policy Making, Operational	March 2021
9	Provide quarterly training for staff on assessing the impact of policies and decisions on the Welsh language as part of the corporate Impact Assessment training	Policy Making	March 2021
10	Provide a session for Cabinet on their role in assessing the impact of decisions on the Welsh language, as part of the corporate Impact Assessment process	Policy Making	September 2020
11	Provide training for elected members as part of the Member Training programme on the requirements of the Welsh Language Standards, including Service Delivery, Policy Making, Operational and Promotion Standards	Service Delivery, Policy Making, Operational, Promotion	December 2020
12	Provide a Welsh Language Awareness session for all new staff as part of the new Staff Induction process	Service Delivery, Policy Making, Operational, Promotion	March 2021
13	Provide a session of the requirements of the Welsh Language Standards as part of the quarterly induction programme for new managers	Service Delivery, Policy Making, Operational, Promotion	March 2021
14	Promote and facilitate training opportunities and informal practice sessions to enable staff to develop their Welsh language skills	Operational	March 2021
15	Continue discussions with the Urdd to facilitate the National Urdd Eisteddfod's visit to Powys in 2023	Promotion	May 2023
16	Create a leaflet to promote Welsh-medium education in Powys under the Welsh Education Forum's Welsh Education Promotion Sub-group	Promotion	September 2020



### 3. Number of Complaints Received

A list of the complaint received by the council regarding the Welsh Language Standards along with details of the Standards Investigations held during the 2019-20 financial year is provided in Appendix 1.

### 4. The Number of Employees with Welsh language skills at the end of the year

Powys County Council records staff Welsh language skills using the following competency levels from 0 to 5;

Competency level	Definition
0	Very little or no knowledge of Welsh.
1	I can pronounce Welsh personal and place-names correctly, and I can give and respond to basic greetings on the telephone or in person.
2	I can communicate routine tasks requiring a simple exchange of information on familiar topics and activities. I can handle very short social exchanges, even though I can't usually understand enough to keep the conversation going myself.
3	I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar or pertinent to everyday life (e.g. family, hobbies, work).
4	I can interact with a degree of fluency and spontaneity that makes interaction with native speakers possible. I can take an active part in discussion in familiar contexts.
5	I can take part effortlessly in any conversation or discussion and have a good familiarity with idiomatic expressions and colloquialisms. I can express myself fluently and convey finer shades of meaning precisely.

Skills are recorded by self assessment by the staff themselves, and the data is stored within the council's iTrent Human Resources site.

For new staff, who have joined the council since April 2017, the language skill level is transferred automatically from the record in their job application form. Staff who worked for the council before that date are required to access iTrent and record their language skill level directly within the system.

Employees are able to update their language skill levels as they learn and develop their Welsh language skills.

The latest language skills data for council staff is as follows;

Service	No Data	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	More than one level recorded
Adults Services	8.5%	24.8%	38.7%	13.4%	4.3%	3.2%	4.2%	2.9%
Children's Services	10.1%	19.6%	43.7%	10.3%	4.5%	3.4%	2.9%	5.6%
Commissioning	0.0%	20.0%	44.6%	15.4%	4.6%	3.1%	4.6%	7.7%
Highways, Transport and Recycling	35.8%	17.7%	32.0%	5.1%	2.9%	1.8%	2.5%	2.2%

Housing and Community Development	35.6%	21.6%	26.0%	5.5%	3.3%	1.4%	2.3%	4.2%
Property, Planning and Public Protection	26.7%	17.4%	34.3%	7.0%	4.7%	1.7%	5.2%	2.9%
County Schools	27.6%	13.1%	20.4%	13.5%	6.1%	4.7%	13.3%	1.3%
Schools Service	12.2%	7.1%	27.6%	21.4%	8.2%	4.1%	15.3%	4.1%
Youth Service	11.9%	4.5%	49.3%	13.4%	3.0%	10.4%	4.5%	3.0%
Legal and Democratic	42.2%	15.6%	20.3%	9.4%	1.6%	1.6%	7.8%	1.6%
Member Support	0.0%	0.0%	66.7%	0.0%	33.3%	0.0%	0.0%	0.0%
Digital Services	9.5%	23.0%	35.7%	11.9%	1.6%	4.8%	6.3%	7.1%
Finance	14.1%	23.9%	36.6%	12.7%	2.8%	2.8%	5.6%	1.4%
Transformation and Communication	0.0%	8.0%	42.0%	14.0%	6.0%	6.0%	22.0%	2.0%
Workforce and Organisational Development	8.8%	20.0%	38.8%	12.5%	8.8%	2.5%	5.0%	3.8%
<b>Powys County Council</b>	<b>25.2%</b>	<b>16.1%</b>	<b>26.4%</b>	<b>11.7%</b>	<b>5.2%</b>	<b>3.8%</b>	<b>9.3%</b>	<b>2.3%</b>

- Powys County Council now has language skills details for 74.8% of its staff. This is an increase of 2.2% on the 2019 figure (72.6%)
- 16.1% of Council staff have no Welsh language skills (down from 17.6% in 2019)
- 38.1% of staff can communicate routine tasks, can sustain a short social exchange, or can greet and pronounce names correctly as a minimum (up from 35.2% in 2019)
- 18.3% of staff have stated that they can deal with most situations likely to arise, can enter unprepared into conversations on familiar topics, or are fluent Welsh speakers (the same figure as 2019).

**5. The number of staff who attended specific training courses offered by you in Welsh during the year, and the percentage of all attendees who attended the Welsh version – this applies to specific courses named in the standards (i.e. recruitment and interviewing; performance management; grievance and disciplinary procedures; induction; dealing with the public; health and safety) and does not refer to Welsh language training**

E-learning Courses

	Number of Staff who accessed Welsh Training	Number of Staff who accessed English Training	% of Staff who accessed Welsh Training
Adult Safeguarding Basic Awareness	0	138	0%
Child Protection and Safeguarding	3	354	0.28%
Cyber Security and GDPR	5	1913	0.26%
Cyber Security and GDPR (Refresher)	0	139	0%
Effective Performance Management	0	0	0%
Equality Act (2010)	3	386	0.77%
Fraud Awareness	0	17	0%
HAVS Awareness	1	2	33.33%
Legionella Control	3	21	12.5%

Manual Handling Module A (Theory)	8	395	1.99%
Universal Credit Level 1	0	15	0%

Violence Against Women, Domestic Abuse and Sexual Violence training, Dementia Awareness training and Social Care Wales and NHS Carer Awareness training are all provided bilingually. However, these courses are provided by an external provider through the NHS e-learning portal, and reporting on these courses, including the language in which they were accessed is not currently available from the provider.

Further training is provided digitally through Netconsent, software which requires employees to read policies, complete surveys and undertake training before they can log in to their PCs.

These are provided in Welsh or English automatically, depending on the language selected by each user when they first access Netconsent.

User language choice data, however, isn't stored within Netconsent software, and it is not therefore possible to report on the number and percentage of users accessing this training in Welsh.

Powys County Council provides a variety of other courses to its staff, and will make arrangements for employees to access training in Welsh when this is required. No requests for such training in Welsh was received in 2019-20.

#### **6. The number of new posts and vacancies you advertised during the year that were categorised with different Welsh language skills requirements.**

Under the council's Recruitment and Welsh Language Policy, which became operational on 1 April 2018, Welsh language skills are required for all posts which are advertised by the council, with the recruiting manager assessing and setting the appropriate level from 1 to 5. This is outlined in the job description and person specification for each post that is advertised.

During 2019-20, 1039 posts were advertised by the council, including posts within the authority and posts within schools. The Welsh language skills required for these posts were as follows.

Welsh Language Skill Level	Number of Posts
1	877
2	65
3	21
4	5
5	71

A description of the Welsh language skill levels is available in the section on workforce language skills, in section 4 above.

## Appendix 1: Welsh Language Standards Complaints and Investigations

The table below outlines the complaints received by the council regarding the Welsh Language Standards along with details of the Standards Investigations held during the 2019-20 financial year

<b>Complaints 2019-20</b>				
Complaint Reference	Date	Complaint Details	Welsh Language Standards Section	Response / Action
1-2019/20	19/8/2019	A complaint as received that a Council Member had responded to correspondence in Welsh by stating that he didn't understand the email, and had asked for an English translation of the email. The individual sending the email responded stating the Council's policy on corresponding in Welsh, and that he would prefer to continue to correspond in Welsh. He did not receive a further response, and contacted a Cabinet member to submit a complaint.	Service Delivery	<p>A response was sent to the complainant to apologise that he had not receive a response in Welsh to his correspondence. The Council confirmed it was dealing with the subject of his original email and was working with North and Mid Wales Trunk Road Agency to clear an untidy layby by the A470 in Powys.</p> <p>Further correspondence was sent to the complainant to state that the Council's Democratic Services had spoken to the member in question, who accepted that he had not responded appropriately, according to Council policy, and apologised for the response. It was also explained that a briefing note had been sent to all Council Elected Members to outline the policy on responding to correspondence in Welsh, and also outlining the support available to enable them to comply with the requirements.</p> <p>The complainant responded to state that he was content with the outcome, and was glad that measures had been implemented to ensure this will not happen again.</p>
2-2019/20	27/8/2019	A complaint was received that correspondence sent by the Elections Team had been sent with the English text appearing before the Welsh.	Service Delivery	<p>The Elections Team were notified of the complaint, and reminded of the Council's policy and the requirements of the Welsh Language Standards that the Welsh text should appear where it is likely to be read first in bilingual correspondence.</p> <p>The Elections Team indicated that correspondence is generated automatically by the registration system, and that formatting options</p>

				are limited, but they would explore the system to see how to change the order of the text.
3-2019/20	3/9/2019	A complaint was received that Welsh words had been placed in the incorrect order on signs at the Council's Household Waste and Recycling Centre in Newtown.	Service Delivery	The Council conducted further investigations to identify the sign. The sign was confirmed to be incorrect, and arrangements were made to correct the sign.
4-2019/20	17/10/2019	A complaint was received that more services were listed on an English page on the Council's website than appeared on the corresponding Welsh page	Service Delivery	<p>The Council conducted further investigations, and identified that the services were available in Welsh, but the appropriate links had not been added to the Welsh page.</p> <p>The web team were notified of the differences, and the appropriate links were added to the page.</p>
5-2019/20	13/11/2019	The Council received a complaint about difficulties calling the Council's Welsh telephone line. The telephone would ring for a very short period, and then cut off. It was also noted that the answerphone could not pronounce Welsh names correctly.	Service Delivery	The Council apologised for the fault and thanked the complainant for drawing its attention to the problem. It was identified that some telephone numbers had not been transferred to a new system. The Council contacted the system provider and ICT to rectify the issue.
6-2019/20	20/11/2019	A complaint was received by a member of the public who had called the Council to say about problems with ice on the road which was causing danger to a school bus. After selecting the Welsh line, the call was answered in English with no acknowledgement that the call was to the Welsh line. The complainant felt the person	Service Delivery	The Council apologised for the attitude of the member of staff, and stated that he had been spoken to by his managers. Supervisors will now listen in on some calls to ensure that the right attitude and behaviours are being displayed.

		answering the call was rude, didn't take her concerns seriously and was not able to recognise or pronounce her name correctly, and felt it showed a lack of respect towards her and her identity.		
7-2019/20	11/12/2019	A complaint was received that signs on some vehicles in the Council's Highways fleet appeared in English only.	Service Delivery	It was identified that vehicles recently procured by the Council had arrived with the text on the back of the vehicles in English only. However, the Council had a plan in place to put new stickers on the vehicles, and the work should be completed within a few weeks. The specification for all new vehicles has been updated to ensure all text is bilingual, with the Welsh text appearing first.
8-2019/20	17/12/2019	A complaint was received that there was no Welsh speaker available at a polling station during the recent election.	Service Delivery	The Council apologised that no Welsh speaking staff were available at the polling station in question. The Council endeavours wherever possible to ensure Welsh speaking staff are available, particularly in Welsh speaking areas. Unfortunately, a Welsh speaking member of staff was forced to withdraw from the polling station at the last minute, leaving the station without a Welsh speaker. But the Council states that ensuring the polling station had a Welsh speaker would be a priority for future elections.
9-2019/20	16/1/2020	A complaint was received that the on-line temporary license application process is not available in Welsh	Service Delivery	The Council stated that it provided a paper application process through the medium of Welsh for applying for temporary licenses, but the on-line system is provided the Home Office GOV.UK website. The Council has contacted them on several occasions to encourage them to provide the application process in Welsh, but with no success so far, and has also been in discussions with the Welsh Language Commissioner's office about the issue in the past. The most recent information from the Commissioner's office was that the Commissioner is discussing this with the Home Office, but legislation is required in Westminster to enable providing the licensing forms in Welsh.

10-2019/20	18/1/2020	A complaint was received about the quality of the Welsh text on signage on the county's highways and buildings. No reference was made to any particular signage.	Service Delivery	The Council noted that all signage placed on or within corporate properties and highways is checked by the Council's translation team prior to installation. Where errors do occur and they are reported, the Council will take remedial action to replace signage as appropriate. It was also noted that signage on Trunk Roads is the responsibility of Welsh Government. The complainant was asked for any have specific examples for the Council to investigate and correct as appropriate or to pass the concern on to the relevant agency
<b>Correspondence from the Welsh Language Commissioner's Office to notify of complaints</b>				
	25/7/2019	Signs at a new bus station in Llandrindod with the text 'Except Buses' appearing in English only.	Service Delivery	The Council contacted the contractors commissioned to undertake the work to remind them of the requirement to provide signs bilingually, and asking them to install bilingual signs at the bus station.
	4/9/2019	The Commissioner had received an enquiry from a member of the public about a sign which appeared in English only for 'Glanusk Caravan Park'.	Service Delivery	Although the site in question is a private caravan site, it was identified that 'The Glanusk Family Limited Partnership' is the company name, and the name used for the license for the caravan site. As such, the Council agreed that 'Glanusk' is the brand name rather than 'Glanusk Caravan Park'. The Council therefore agreed that the name should appear bilingually on the sign. Even though the Glanusk estate had paid for the signs, the signs are Council property as they are installed on the Council's network, and therefore the Council arranged for signs to be installed using the Welsh name 'Maes Carafanau Glanusk' along with the English name, with the Welsh text appearing so it will be read first.
<b>Standards Investigations 2019-20</b>				
Investigation Code	Date Investigation was Opened	Topic	Stage in the Process	Actions
CSG493	29/1/2019	An Investigation into a failure to comply with the Welsh Language Standards in relation to Council	The Investigation ended on 6 September 2019	The Commissioner came to the conclusion that the Council had failed to comply with the Welsh Language Standards in relation to correspondence received in Welsh.

		Tax correspondence sent in English only and the address used in the Council Tax Notice		<p>No enforcement actions were imposed for the breach of Standard 1 as there had been relevant actions imposed as part of a recent investigation.</p> <p>The Council has undertaken the following actions to ensure compliance with the Standards.</p> <ul style="list-style-type: none"> <li>• Guidance on complying with the Welsh Language Standards on the council's intranet has been updated</li> <li>• Resources have been added to the Welsh language intranet pages, to enable staff to work more through the medium of Welsh, including a bilingual email signature; a standard sentence on welcoming correspondence in Welsh</li> <li>• A list of Welsh speaking staff has been added to the Council's intranet</li> <li>• The Council conducted an internal campaign on providing a service in Welsh</li> <li>• The Staff Handbook has been updated, with a section on the Welsh language and the Welsh Language Standards</li> <li>• Managers induction and Induction for new staff includes a session on the Welsh language and the Welsh Language Standards.</li> <li>• Discussions were held with the Council Tax section to ensure they were aware of the requirements of the Welsh Language Standards and they have a procedure in place to record language preference</li> </ul> <p>The Commissioner came to the conclusion that the Council had not failed to comply with</p> <ul style="list-style-type: none"> <li>• Standard 5, as it had corresponded in Welsh once it was aware of the complainants wish to receive correspondence in Welsh</li> <li>• Standard 6, as the street only had an English name at the time. The Council has now adopted a bilingual name for the street upon the request of the complainant.</li> </ul>
CSG532	2/5/2019	An Investigation into a failure to comply with the Welsh Language	The Investigation ended on 9 January 2020. A meeting	In the investigation, the Commissioner came to the conclusion that the Council had failed to comply with the requirements of the Policy Making Standards in relation to sufficiently assessing the impact of a



		Standards in relation to Assessing Impact on the Welsh Language.	<p>was also held between the Council and Officers representing the Welsh Language Commissioner to discuss the findings of the Investigation and steps undertaken by the Council.</p>	<p>school transformation proposal for the merger of schools in the Llanfyllin area on the Welsh language, and had failed to ask questions about the impact of the proposals on the Welsh language during the consultation process</p> <p>The report did, however, recognise that the decision could lead to better opportunities to use the Welsh language.</p> <p>The enforcement actions identified in the final report required the Council to;</p> <ul style="list-style-type: none"> <li>• Ensure it operated in accordance with its own guidelines when conducting assessments of the impact of its policies and decisions on the Welsh language, by <ul style="list-style-type: none"> <li>- raising awareness of elected members of steps which must be taken to comply with the Welsh Language Standards</li> <li>- providing training to staff responsible for conducting impact assessments</li> <li>- developing a process of verifying and approving Welsh language impact assessments</li> </ul> </li> <li>• Develop guidance to ensure officers are aware of the requirements of the Welsh Language Standards</li> <li>• Ensure that consultations seek views on the impacts on opportunities to use the Welsh language, and treating the Welsh language no less favourably than the English language, and how proposals could be formulated to have a more positive or less negative impact</li> <li>• Give publicity of the Council's failure to comply with these standards</li> </ul> <p>The Council has undertaken the following actions to ensure compliance with the Standards in relation to Investigation CSG532;</p> <ul style="list-style-type: none"> <li>• Quarterly training sessions have been scheduled for officers undertaking impact assessments</li> </ul>
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				<ul style="list-style-type: none"> <li>• The corporate template for consultation surveys has been updated to include standard questions on the impact of proposals on opportunities to use the Welsh language and treating the Welsh language no less favourably than English</li> <li>• The internal campaign on providing services in Welsh included a section on ensuring we consider the impact of our decisions on the Welsh language</li> <li>• The corporate consultation guidance has been updated, and includes a section on considering the impact on the Welsh language</li> <li>• The Council is publicising its failure to comply with the Standards through its inclusion in this report.</li> </ul> <ul style="list-style-type: none"> <li>• A training session arranged for Cabinet had to be postponed due to Covid-19. It will be re-arranged once the restrictions are relaxed.</li> <li>• The Council will be digitising the corporate impact assessment process during 2020-21, which will facilitate the impact assessment process, enable the Council to interrogate data and measure cumulative impact, and aid in governance and scrutiny of decisions.</li> </ul> <p>The Welsh Language Commissioner has granted an extension for undertaking the enforcement actions due to the situation surrounding Covid-19.</p>
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