APPENDIX 1

Welsh Language Annual Monitoring Report 2017-18

1.   Executive Summary

1.1   The Welsh Language Standards came into force on 30 March 2016 and the Council is required to comply with 171 Standards. The introduction of the Welsh Language Standards continues and further develops the work of the Welsh Language Scheme ensuring that the Council treats the Welsh and English languages on a basis of equality.

1.2   The Council has welcomed the introduction of the Standards and the opportunities to increase the provision of services through the medium of Welsh, as well as the rights they offer to the public and our employees. We are proud of our Welsh heritage, culture and the Welsh language. The Council believes that respecting and meeting the language needs and preferences of its customers is central to good and effective customer care. We provide services to the most vulnerable people in our communities where accessing services in an individual's first language is especially important.

1.3   We are making good progress in implementing the Standards but acknowledge that there are still challenges. We have strengthened the links between the Welsh language and the Council Plan and continue to ensure that the Welsh language is mainstreamed throughout all of our priorities and policies. The Council also supports one of the well-being goals in the Well-Being of Future Generations (Wales) Act 2015 "A Wales of vibrant culture and thriving Welsh Language" which supports our aim to continue to improve how we deliver services equally in Welsh and English.

2.   Introduction

2.1   The Welsh Language sits within the portfolio of the Lead Member for Communities, Partnerships, Public Protection and Community Safety and directorate responsibility lies with the Executive Director, People (Customer and Customer Engagement). Policy issues pertaining to the Welsh language will be referred to the Executive Board. Any fundamental changes would require Full Council approval.

2.2   Operational responsibilities for the implementation of the Standards sit within the Corporate and Customer Services department. The Digital, Brand and Communications Lead maintains the strategic overview with the Welsh Language Co-ordinator having day to day responsibility for promoting and furthering the Welsh language in the County Borough and the delivery of the targets and actions in the Council's Welsh language 5-year promotion strategy.

2.3   Wrexham County Borough Council has adopted the principle that in the conduct of public business and the administration of justice in Wales it will treat the Welsh and English language on a basis of equality.

2.4   The Council is required to publish an annual report by 30 June as set out in Standards 158, 164 and 170 in order to report on progress against compliance with the Standards in the following areas - Service Delivery, Operational and Policy Making.   A full list of the Standards with which the Council is required to comply is available here. We will also report annually to the Council's Executive Board on our performance in relation to the Standards.

2.5   This report focuses on the period 1 April 2017 to 31 March 2018.

3.   Compliance with Service Delivery Standards

3.1   To ensure that all employees are aware of the Service Delivery Standards we have been circulating information to managers and staff on a regular basis. At the outset dedicated messages on various aspects of these Standards appeared in internal communications and throughout the year we have continued to routinely make staff aware of their responsibilities. All employees are asked to ensure they are compliant with the Standards and have been made aware of the consequences of non-compliance since they were introduced in 2016.

3.2   'Iaith Gwaith' posters are on display in all reception areas which are manned by bilingual staff. Welsh speaking employees and learners wear the 'Iaith Gwaith' lanyards/badges. Posters detailing employees' responsibilities have also been created and are located at photocopier stations.

3.3   The Council's working practice in relation to the website, my account portal, e-store, social media accounts and self-service machines is to endeavour to ensure that everything is bilingual and that the Welsh language is treated no less favourably. The Council's social media policy includes a requirement to comply with the Welsh Language Standards.

3.4   Members of the public who apply for education courses run by the Council are asked their preferred language [Welsh or English] to assess the need for them to be provided through the medium of Welsh.

3.5   A Complaints Procedure is in place to deal with all complaints, which includes those about the Welsh language and non-compliance with the Standards. More information about complaints can be seen in section 6.

3.6   A departmental Welsh language officers' co-ordination group operates within the Council. The aim of the group is to champion the Welsh language across the Council, promoting the use of Welsh by employees, share good practice within service areas and contribute to initiatives that seek to increase the use of Welsh.

4.   Compliance with Policy Making Standards

4.1   The equality impact assessment toolkit has been reviewed and strengthened with regard to the Welsh language. The toolkit includes a dedicated section on the Welsh language which ensures that due and proper consideration is given to the impact on the Welsh language of any updated or new policies introduced by the Council.

4.2   Training is available to Members and employees on how to complete the impact assessment to ensure that they are done correctly and fully.

4.3   The Council operates the consultation website 'Your Voice Wrexham'. This is a completely bilingual site that has been developed by the Public Service Board (PSB) and is designed to bring together opportunities for consultation and engagement into one place. It allows those who register to create their own profile and have a say on a range of issues and services that affect Wrexham, and surrounding areas of North Wales.

4.4   The website has been used to gather information on issues about the Welsh language. The Council has also used focus groups with Welsh speakers in the area to gather their views on local issues from a Welsh language perspective.

5.   Compliance with Operational Standard

5.1   Employees and managers have been informed of the Operational Standards and the rights of employees.

5.2   The Council's Language Skills Strategy has been updated and strengthened in light of the introduction of the Standards and now includes the rights of employees to use Welsh in the workplace.

5.3   The Council has created a dedicated site on its intranet that outlines guidance regarding the Standards, what is expected of employees in operating the standards, FAQs, the rights of Welsh speakers and opportunities for learning Welsh. It also includes the 'Welsh in the Workplace policy'.

5.4   The Council has updated its Welsh Language Awareness e-learning module which was included as a mandatory training module to be completed by all staff for their annual PRD for 2018-19.Training in basic, intermediate and advanced levels is available to employees and Members. An annual Welsh Language workshop is also provided for Members to ensure they are kept up-to-date with progress against implementation and new initiatives.

5.5   Cysgair [Welsh language spell and grammar checker] has been provided for all Welsh speakers and Welsh learners in the Council who have requested it.

5.6   Resources to support Welsh learners and speakers are available on the intranet and are reviewed regularly to ensure that they remain current and useful.

5.7   The Council has appointed a Welsh Language Co-ordinator whose role is dedicated to furthering and enhancing the Council's commitment to the Welsh language and delivering services bilingually.

5.8   Instructions on how to set up the 'Iaith Gwaith' on e-mail signature has been provided and all auto-signatures are now bilingual. All staff titles are bilingual as is out of office messages.

5.9   Policies and procedures regarding employment and contracts, including leave cards, are now available bilingually and can be viewed on the intranet.

5.10   The Council has had a robust method of determining whether posts should be advertised as Welsh essential in place for several years. The posts advertised as Welsh essential are generally in public facing areas such as the Contact Centre. During 2017-18 six Welsh essential posts were advertised and recruited into.

5.11   Application forms for posts have been altered for job applicants to indicate whether they wish to use Welsh at interview regardless of whether the job is Welsh essential.

5.12   The language skills of employees can be seen in the Performance Monitoring section and is attached as Appendix 1 – see below.

6.   Complaints

6.1   During 2017-18 the Council received complaints from members of the public and these have been recorded, investigated and documented as below.

Welsh Language Complaints 2017/18	
Complaint	**Action / Resolution**
Traffic management signage on and around Plas Bennion Road in English only.	The signage in question was part of a private development and therefore the Council cannot insist that they provide bilingual signage. However, It was agreed with the Highways Development Control department, that from now on, bilingual traffic management signage will be requested as part of the planning application process.
Incorrect Welsh on a Twitter post.	Resolved: Amended the post.
Incorrect Welsh on a sign at the People's Market car park.	Resolved: Notified department and the sign was replaced on the same day.
Complaint regarding the Wrexham Drive-in Cinema event in February 18, took customers to an English only website for tickets, 'This is Wrexham'	Resolved: Met with the events team and agreed that all events funded or part funded by the Council must comply with the Welsh Language Standards.
Complaint; The Council sent an English only letter in response to a grant application which was submitted in Welsh.	Resolved: An apology letter was sent to the applicant in Welsh
Unhappy with Sprouts and provision of welsh	The matter was dealt with by the relevant department.
Complaint Welsh automated phone service doesn't	Resolved: The message was amended to assist

recognise welsh word for 'yes'	customers using the automated option in welsh given the programme's limitations with wording (due to there being a number of variations of 'yes' in Welsh)
Complaint Customers address in Civca is listed in the English format and not the Welsh.	Resolved: Amendments made to the system so address is now displayed in Welsh.
Complaint Welsh text was incorrect on the recycling boxes and the complainant didn't receive a sticker to put over the wording to correct it	Resolved: Council were aware of the error and produced stickers to cover the text which were made available on demand. A sticker was sent to the complainant but he did not receive it so a further one was sent.
Complaint Electoral ward names on the Council website are only in English, not Welsh too.	Resolved: Names have been changed on the website.
Complaint regarding details of local Councillor on the Council's website being incorrect.	Resolved: A full response was sent to the complainant and the details were corrected on our website.
Complaint regarding a spelling mistake on the Council's website and that a search bar was not visible on the Welsh version.	Resolved: A response was sent to the complainant and the mistakes were rectified.
3 Complaint that a link on the Welsh version of the website took users to the English page.	Resolved: A response was sent to the complainant and the link was corrected.
Complaint that the political groupings on the Welsh version of the Council's website were not specified.	Resolved: A response was sent to the complainant and the relevant pages updated.
Complaint that the Council had not acted upon a previous complaint made in 2015-16 regarding road markings not complying with the Welsh Language Standards outside the King Street bus station.	Resolved: The Council had no record of the complaint having been made and was therefore unable to act upon the complaint. The complainant was notified and the matter will be dealt with as a complaint in this year as part of the scheduled works.
Complaint that a cheque had been issued in English only	The matter was referred to the Welsh Language Commissioner by the complainant and she has opened an investigation. We are waiting for the proposed terms of reference.
Complaint that 2 ward names were incorrectly spelt, and allegedly no Welsh version of another on the council's Welsh language pages of its website.	Resolved: Ward names corrected in line with Council place name guidelines. The other ward name is

	being considered as part of the Welsh Language Commissioner's place name standardisation work
Complaint that there were errors in Appendix 1 of the Council's 2015-16 Annual Monitoring report	Resolved: The Council posted a correction notice on the e Council's Welsh language annual monitoring report website page 2016-17 to that effect. The Lead member sent an e-mail to all Councillors to bring it to their attention.
Complaint that the Council had not noted the complainants requests for the Welsh language version of his address to be used in all communication	Resolved: The Contact Centre's CMS system notes that the complainant wishes all communication and correspondence to be sent to his Welsh address and all deaprtments have been made aware of the complainant's request and asked to update their databases.
Inaccuracies on the Welsh language recycling waste boxes page of the website	Correction made
Complaint that the Welsh language version of the website's Ward Map took visitors to the English version when following the link to specific wards	No action required: The Council checked the ward map and found that clicking on the Welsh ward name took you to the relevant Welsh page.
E-mail to the Chief Executive about inaccuracies on the Council's Welsh language version of the website	Resolved: Response issued to note that the relevant officers would be alerted and corrections to be made

6.2   In addition, the Council has been the subject of investigations that have been instigated by the Welsh Language Commissioner in response to complaints made directly to her about alleged non-compliance on the Council's part with regard to its Welsh language Standards. These investigations have been conducted under section 71 of the Welsh Language Measure [2011] Act and are summarised below. It should be noted that this report details the progress and status of investigations between 1.4.17 and 31.3.18. Any further work on progressing on-going investigations will form part of the 2018-19 Annual Monitoring Report.

6.3   Where reference is made to actions being implemented as per 'Final Terms of Reference' this relates to the final determinations of the Commissioner regarding the complaint and outlines the timescales and actions the Council is required to undertaken to ensure that the matter is resolved and the investigation closed.

Welsh Language Commissioner Investigations 2017/18	
Investigation	**Status**
CSG134 (Previously 108) The Council is failing in its duty to offer swimming lessons through the medium of Welsh	**Investigation closed.** The Council has implemented the actions as outlined in the Final Terms of reference.
CSG172 What's On events issued via Gov Delivery not bilingual	The Council has implemented the actions as outlined in the Final Terms of reference.
CSG176 Allegation a lack of Welsh services at the Tourist Information Centre and the TIC's Twitter and Facebook accounts	**No investigation** Welsh Language Commissioner notified the Council that she had decided not to investigate
CSG 184 Spelling mistakes on the Welsh version of some of the promotional messages on the back of the Council's car parking tickets	**Investigation discontinued**. The Commissioner noted "I am of the opinion that to continue to investigate any minor grammatical errors on the tickets would not be a commensurate use of my resources".
CSG185 Welsh language treated less favourably than English on the Council's new car parking payment machines	The Council amended the payment machines as per the actions in the Final Terms of Reference
CSG 208 Temporary Road sign in English only	**On-going** The Council has confirmed responsibility
CSG 225 A complaint was received by a member of the public regarding a poster advertising a concert by the Wrexham Music Service. The complainant contacted the Commissioner to state that they were unhappy that the date of the concert was different in Welsh and English and because the English was above the Welsh.	**Discontinued** The Commissioner noted that the complainant had been informed of her decision not to investigate.
CSG 227 A complaint was received alleging that information on the Welsh language web page regarding the County's leisure centres is deficient. The complainant noted that links from the Council's Welsh language version of the website links to information in English only on the 'Freedom Leisure' website.	The Welsh Language co-ordinator together with staff at Freedom Leisure have proof-read and amended the websites for all leisure centres in the Wrexham County Borough to ensure that they are fully compliant with the Welsh Language Standards

CSG 233 Linguistic errors on a Welsh council tax summons letter sent to the complainant on 12/06/2017 and an alleged failure to provide a Welsh language service over the telephone to the complainant in question within the Council Tax department on 13/06/2017 by using the number 01978 298992.	As required, the Council corrected the errors in the letter **Re: failure to provide a Welsh language service over the telephone:** The Commissioner found in the Council's favour and the Council was found not to be in breach of its Standards
CSG 237 Suspected failure to comply with the Welsh language standards when erecting signs after the imposition date	**Pending** On-going. Final terms of reference received and evidence submitted to the Commissioner.
CSG 251 The complainant alleges that he made an appointment to register the birth of his child on 19/07/2017. When he arrived at the Council offices, he was informed that a Welsh speaker was unavailable. He failed to proceed with the appointment. He was not asked when making the appointment if he requested a Welsh language service; therefore another appointment had to be made.	**Pending** Evidence submitted, awaiting Commissioner's proposed decision notice.
CSG 252 Complaint that on the 19/07/2017 The Council failed to provide a member of the public with a Welsh language service when contacting the Registrars Department	**Discontinued** The Welsh Language commissioner decided not to investigate.
CSG 253 Complaint that The Council used the English version of a customer's address on an email	**Pending** Evidence submitted
CSG 260 Complaint from a member of the public that the Council has failed to comply with Welsh language standards in relation to pay and display parking tickets.	**Pending** Final terms of reference received.
CSG 261 **CSG 262** **CSG 268**	**Pending**

CSG 269 The complainant alleges that on four occasions during August 2017, Wrexham County Borough Council's website has been inconsistent in terms of the use of the Welsh language in comparison with the English language, and that the information a Welsh reader would receive is less than the information shared on the English page.	On-going and evidence sent
CSG 280 The complainant said that a cheque and correspondence had been received by them in English only from the Council regarding a 'goodwill payment'.	**On-going** Terms of reference of an investigation received.
CSG 281 Complaint regarding the positioning of the Welsh language on a temporary sign	**Pending** Waiting for the proposed terms of reference.
CSG288 Inaccuracies and lack of Welsh on a sign in Rhosddu	**Discontinued** The Commissioner informed the Council on that she would not be undertaking an investigation into this particular sign as she had already commissioned an investigation into the Council's overall processes and procedures for ensuring the accuracy and compliance of its signage suite.
CSG 290 Complaint regarding English only temporary signs,	**Discontinued** The Currently is investigating an identical complaint.
CSG301 English only sign in the People's Market car park	**Closed** *The Council was informed on 08/03/2018 that the Commissioner had decided not to undertake an investigation
CSG302 English only road signs on the A539	**Closed** *The Council was informed on 08/03/2018 that the Commissioner had decided not to undertake an investigation
CSG 306	**On-going**

The complainant alleged on 18/12/17 that some consultations on the English language pages of the Council's website were not available on the Welsh language pages of the Council's website. Links were provided by the complainant to the relevant pages - it appears that there are fewer links to consultations on the Welsh language pages than there are on the English language pages – the closing dates for some of the consultations had passed.	Evidence notice and Final Terms of reference received
CSG 317 Complaint regarding temporary road signage	**Pending**

* these investigations have subsequently been re-opened and will be reported in the 2018-19 report.

7. Performance Monitoring

PERFORMANCE INDICATOR	ACTUAL PERFORMANCE
Ensure that the targets in the 'More Than Just Words' framework are being met	See Appendix 1
On-line service [website] - % and number using services through the medium of Welsh	**During 2015/16** the numbers of Welsh visits to the home page: English visitors 307,912 Welsh visitors 5,236 i.e. 1.7% in Welsh **During 2016/17** the numbers of Welsh visits to the home page: English visitors 291,423 Welsh visitors 4,726 Which equates to 1.6% in Welsh **During 2017/18** the numbers of Welsh visits to the home page English Visitors 394,782 Welsh Visitors 5,976 i.e. 1.5% in Welsh
Contact Centre – report on the % and number of calls/visits in Welsh	**During 2015/16** Contact Wrexham received 237,447 calls/visits in English; and 215 in Welsh i.e. 0.090%. in Welsh **During 2016/17** the Contact Centre received: 262,191 calls/visits in English; and 1307 in Welsh i.e. 0.5% in Welsh **During 2017/18** the Contact Centre received:

	250,952 calls/visits in English And 1,387 in Welsh 0.6%
Total number of transactions on the website	**During 2015/16** there were: Welsh: 7,042 774,956 in English i.e.1% in Welsh **During 2016/17** there were: 890,565 in English and; 8,666 in Welsh i.e. 1% in Welsh **During 2017/18** English: 1,318,807 Welsh: 11,613 i.e. 1% in Welsh
Number and % of e-mails received by the Contact Centre in Welsh and English	**During 2015/16** the Contact Centre received: 21,399 e-mails in English; 166 in Welsh I.e. 0.77% in Welsh. **During 2016/17**, the Contact Centre received: 28,691 e-mails in English; and 48 in Welsh i.e. 0.17% in Welsh **During 2017/18** English Emails: 23,502 Welsh Emails: 32 i.e. 0.14% in Welsh
Contact Centre – Number and % of customers who conduct their business either face-to-face or over the phone in Welsh and English	**During 2015/16**: 123,087 customers conducted their business in English compared to 5 in Welsh which equates to 0.004% **During 2016/17**: 122,446 customers conducted their business in English; compared to 8 in Welsh i.e. 0.0065% in Welsh **During 2017/18:** 142,398 customers conducted their business in English compared to 9** in Welsh 0.0063% **These figures are based on the number of customers recorded

	on our Customer Relationship Management system (CRM) who have requested to conduct their business in Welsh. **It is agreed that for 2018/19 customer advisors at the contact centre will ask customers if they would like their language choice recorded. This will be asked during all full customer enquiries which are recorded on our CRM.**
Ensure all social media provision continues to be bilingual and that it facilitates the use of the Welsh language	**During 2015/16** Facebook: 5,010 likes in English and 85 likes in Welsh i.e. 1.7 % in Welsh Twitter: 15,085 followers in English and 374 followers in Welsh,. i.e. 2.5% in Welsh **During 2016/17** Facebook: likes in English 6,699 and 111 likes in Welsh i.e. 1.65% in Welsh Twitter: followers in English 17,155 and 456 followers in Welsh i.e. 2.6% in Welsh **During 2017/18** Facebook: Likes in English 8,323 and 412 likes in Welsh (5%) Twitter: Followers in English 19,000 and 628 followers in Welsh (3.3%)
Number and % of posts in the main reception area, Contact Centre or one-stop shop designated as being Welsh essential and the % of those filled by a Welsh speaker	**During 2015/16** no posts were advertised as Welsh essential in the main reception area, contact centre or one-stop-shop. **During 2016/17** four posts were advertised as Welsh essential and were successfully recruited into. **During 2017/18** – 6 posts were advertised as Welsh essential and 6 were recruited into. We currently have 10 Welsh Speaking staff in the main reception area, Contact Centre and one-stop shop which equates to 29% of the posts.
Any changes to the governance and internal scrutiny of the Welsh language Standards	None. Even though the Council is no longer required to formally send a copy of its Annual Monitoring Report to the Welsh Language Commissioner it will still be submitting the report for approval by the Executive Board prior to it being uploaded onto the website.

The number and % of staff who have received training in the Welsh language to a specific level of compliance	**During 2015/16** 55 members of staff studying Welsh through Coleg Cambria which equates to 1.7% of non-teaching staff **During 2016/17** 40 members of staff studying Welsh via Coleg Cambria which equates to 1.2% of the non-teaching workforce. **During 2017/18** During 2017/18 46 members of staff studying Welsh via Coleg Cambria which equates to 1.6% of the non-teaching workforce
The number and % of staff receiving Welsh language awareness training in	**During 2015/16** 16 members of staff completed the Welsh Awareness e-learning module which equated to 0.5% of the non-teaching workforce. **During 2016/17** the figure was 58 which equates to 1.67% The Council is currently updating its Welsh Language Awareness module and all staff will be required to complete it and this will be detailed in their training needs via their yearly appraisal. There has also been a technical problem with the Council's e-learning site which has meant that employees were unable to complete the module. **During 2017/18** The Council's new e-learning platform went live in August 2017 and the updated Welsh language Awareness module went live on 23/01/2018. This was included as mandatory module to be completed by all staff. Up to 31/03/2018 **171** members of staff completed the module which equates to 6.1% of staff.

The number and % of staff in the organisation's service who can speak Welsh
    (i)   By department
    (ii)   According to grade or post
    (iii)   Per workplace
	See Appendix 2 [below] for more detail

8.   Future Actions

8.1   The Council formally adopted its 5-year Welsh Language Promotion Strategy in March 2017. This was in direct response to Standard 145, which required the Council to produce and publish a 5-year strategy which sets out how it proposes to promote the Welsh language and to facilitate the use of Welsh more widely in the County Borough. It also seeks to see an increase in the number of Welsh speakers. The strategy was devised in partnership with relevant stakeholders and the Council wishes to acknowledge its thanks to those partners in helping shape and develop the strategy. A full copy of the strategy can be viewed here.

13

8.2　The Strategy is split into five distinct areas which seek to achieve the above aims. It also links closely to the Welsh in Education Strategic Plan (WESP) as there is a huge emphasis on the importance of providing Welsh medium education and giving our young people the opportunities to use the Welsh they learn at school in a social and natural setting. It also includes the Council's desire to see an increase in the number of shops and businesses making more use of Welsh and seeing the benefit of the Welsh language and involving the community in understanding their needs and wants with regard to Welsh.

8.3　The Council has introduced two cultural events into its calendar and for the fifth year in a row the Council has commissioned Menter Iaith Maelor to organise and deliver its St. David's Day Parade. In March 2018, for the first time, this was accompanied by a weekend of musical entertainment dedicated to furthering the Welsh language and culture in the County Borough. In May 2017, the Council introduced a new initiative called the 'Hwb Cymraeg'. The Hwb was a three-day Welsh cultural and language event in the town centre that ran alongside the already hugely successful Focus Wales event. Again, the Council worked with its partners in the Welsh language sector to execute the event. It was widely publicised and was featured on BBC Radio Cymru and was well attended with very positive feedback. The Council has now made this an annual event.

8.4　As noted in the Introduction the development and implementation of the Well-being of Future Generations Wales Act 2015 is another opportunity to enhance the work that we are doing to meet the Standards. The Council has also welcomed the Welsh Assembly's aspiration of a million Welsh speakers by 2050 and to seek to increase the number of children and young people who will be educated and trained to work in a bilingual workplace in the future. However, the Council is realistic in that this is a hugely ambitious aim and is concerned that without proper, sustained and thorough planning at a national level that it may not be achieved

8.5　The Council also provided its comments and response on the Welsh Government's White Paper: Striking the Right Balance: proposals for a Welsh Language Bill. The proposals are designed to ensure strong leadership for the language; create robust arrangements for promoting and facilitating the use of the Welsh language and improve the current Standards regime.

Appendix 1

More than Just Words Framework - Reporting back on progress of the follow-on framework to More than Just Words.... 2017-18: Social Services

This Framework was introduced by the Welsh Government to strengthen Welsh language services in health, social services and social care. Its introduction has led to a number of initiatives ensuring Welsh speakers receive services in their first language, using existing skills and resources.

As the provider of social care in the community the Council is one of the many partners who deliver this strategy and as such is requested to report on progress on an annual basis.

Objective 1 National and Local Leadership, and National Policy

1.3 Social service departments to retain/appoint a senior officer as a Welsh Language Champion and Health Boards and Trusts to protect and promote the post of Welsh Language Officer within their organisations.

Evidence /Progress	Barriers/Challenges
• Welsh Language Champions appointed in both Adults and Children's Social Services. • Both Adults and Children's have designated Welsh speakers to assist in providing services through the medium of Welsh.	

1.6 NHS Wales organisations and ADSS Cymru to work to raise the profile of the importance of Welsh language service provision at national events.

Evidence /Progress	Barriers/Challenges

Objective 2 Mapping, Auditing, Data Collection and Research

2.1 NHS and social services should map current provision and capacity to provide an 'Active Offer' across all services (including primary care). Where capacity is low, an action plan should be formulated to increase capacity. The capacity to deliver an 'Active Offer' to people within the identified priority groups should be viewed as a priority.

Evidence /Progress	Barriers/Challenges
- From previous analysis undertaken, many teams across the service lack capacity to provide services through the medium of Welsh. - Plans in place to undertake further mapping of provision and capacity. - Social Services has a Welsh Language Skills Action Plan currently in place to increase capacity to provide Welsh Language services. Action Plan focuses on recruitment, development and using current skills more effectively. - Corporate Welsh Language Skills Strategy has been developed and launched. One of the specific actions is for the organisation to undertake an audit to compare the skills required by posts against the current skills available within the workforce. This data will assist Social Services in further mapping of current skills and identifying gaps in provision.	- Data on Welsh language skills of staff is based on self assessment. - Data is not complete, however Managers are encouraged to discuss Welsh Language skills as part of the appraisal process. Number of new starters and reshaping impacts on collection of data. - Staff are not reporting or under reporting their Welsh Language skill level. - Staff lack confidence to use Welsh language skills in the workplace. - According to 2012 Census 12.9% ofthe population of the County Borough speak Welsh (which is lower than the average for Wales). - Recruitment difficulties to certain roles ongoing e.g. social workers, care staff. - The Authority continues to reshape to develop a fit for purpose structure for the future of service delivery and to manage financial challenges. This has had an impact on recruitment.

2.2 Health, social services and social care services should have systems in place to record when an 'Active Offer' has been made by recording language needs / choices in the individual's records. This action also applies to all secondary and primary care service providers.

Evidence /Progress	Barriers/Challenges
- Service users asked for language preference at point of referral or during the 'What Matters' discussions. - Service Users language preference is currently recorded	Rescheduling of date for implemetation of WCCIS system. Now Sept 2018.

Evidence /Progress	Barriers/Challenges
on RAISE and CHARMS and monthly reports produced. • Wrexham is currently working with other LAs and NHS to develop the new integrated electronic system – WCCIS. • Core Data Set currently being piloted within Adult Social Care. This will enable further data to be captured and reported on the 'Active Offer' and how subsequent care is delivered	

2.5 Data systems in health, social services and social care services should enable the service to operate bilingually to fulfil Welsh speakers' needs. For example:

- the Welsh language skills of staff should be captured and recorded electronically (the NHS Wales Electronic Staff Record should be amended to ensure that all staff are obliged to record their Welsh language skills).

- client and patient records to include sections to enable staff to record when an 'Active Offer' is provided and to note the individual's language of choice for future reference.

Evidence /Progress	Barriers/Challenges
• Resourcelink (HR/Payroll system) currently record and report staff's Welsh Language skills in Listening/Speaking, Reading/Understanding and Writing. • New starters are requested to undertake a self assessment using the Welsh Language Competency Framework. Information is then entered into Resourcelink. • Managers encouraged to discuss Welsh language skills of staff at annual and interim appraisals. • Employees are periodically requested to complete surveys requesting information for equality monitoring purposes, which includes information on Welsh language skills • Service User language preference is currently recorded on RAISE	• Data is not complete. Work is ongoing with managers to ensure data is updated and complete.

Evidence /Progress	Barriers/Challenges
and CHARMS. • Data systems not currently in place to match Welsh speaking service users with Welsh speaking staff. Managers will currently allocate cases to staff based on appropriate skills.	

2.6 The Welsh language skills of the workforce and Welsh language community profile should be included in the annual published report of social services departments and NHS IMTPs to demonstrate Welsh language needs.

Evidence /Progress	Barriers/Challenges
• Welsh Language requirements have been incorporated into the Director of Social Services Annual Report and associated business plans since the introduction of the 'More than Just Words' Framework in April 2012.	

Objective 3 Service Planning, Commissioning, Contracting and Workforce Planning

3.2 NHS Wales and social services departments to establish their Welsh language community profile (informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being [Wales] Act 2014) and use this information as a baseline for service planning to ensure that Welsh language speakers' needs can be met and to assess all posts for Welsh language skills needs before advertising.

Evidence /Progress	Barriers/Challenges
• Census information is currently used to establish our Welsh language community profile (Wrexham currently reports 12.9% of the population as Welsh speaking). • The needs identified from the Population Needs Assessment Report will be addressed in the development of the Area Plan and	• Vacancy Management process needs to be strengthened to ensure full consideration of Welsh language needs. • Recruitment difficulties to certain roles e.g. social workers, care staff.

Evidence /Progress	Barriers/Challenges
• as services are developed or changed in the future. • Current Vacancy Management process in place, which ensures all posts are assessed for Welsh language needs prior to advertising.	

3.3 NHS Wales and social services departments' planning and commissioning systems, such as published service plans, to take account of the Welsh language community profile (informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being [Wales] Act 2014) and ensure that it is reflected in the planning, commissioning and delivery of services.

Evidence /Progress	Barriers/Challenges
• Adult Social Care has produced and published a Market Position Statement. The document provides key information for organisations offering services and support to individuals, families and communities, including Welsh Language requirements • The Adult Socuial Care Commissioning Strategy is out for consultation and refers to the need for care and support services to ensure that Welsh language services are built into service planning and delivery. • The needs of Welsh speakers identified in the Population Needs Assessment Report will be addressed in the development of the Area Plan and in any services developed or changed in response to the plan. • The Department Framework for consultation and engagement will be reviewed and updated to ensure that needs for Welsh language provision is highlighted and addressed.	• Costs of translation services for provider services Recruitment difficulties to certain roles e.g. care staff Care service capacity in rural areas in particular means fewer choices in service provisions / language (i.e. fewer care homes in those areas, difficulty in recruiting domiciliary care workers in general) .

3.4 The Welsh language needs of people to be met when commissioning or contracting services from the independent or third sector (e.g. residential or nursing care, advocacy, domiciliary care, out-of-hours services, GP services). Welsh language service provision to be included in contract specifications, service level agreements and grant funding processes.

Evidence /Progress	Barriers/Challenges
- Welsh language requirements are included within contracts. - Providers are requested to supply information at least annually as to their compliance with the Welsh language requirements, including numbers of Welsh speakers and questions about language forms part of the monitoring visits. - Social Care Independent Sector Census captures and reports information on the Welsh language skills of staff within the independent residential and domiciliary sectors. This information is collated and returned to WG on a yearly basis. - When advertising the opportunity for small grants, all information and correspondence is produced bilingually. Publicity information is to be updated to encourage applications from groups wishing to conduct their activities through the medium of Welsh. - We intend to further develop the current contract specification and monitoring arrangements, in particular the promotion of the Welsh language and culture within services that are commissioned by ourselves.	- Costs of translation services - Recruitment difficulties to certain roles e.g. care staff - Costs of translation services for provider services and keeping up with changes to documentation - Recruitment difficulties to certain roles e.g. care staff - Care service capacity in rural areas in particular means fewer choices in service provisions / language (i.e. fewer care homes in those areas, difficulty in recruiting domiciliary care workers in general)

3.7 Heads of Service to develop plans to maximise their ability to provide services in Welsh with their current Welsh-speaking staff. The required capacity will be informed by the Population Assessment Report produced under section 14 of the Social

Services and Well-being (Wales) Act 2014. Where gaps in workforce capacity to deliver services in Welsh are identified these should be reflected in the organisation's Bilingual Skills Strategy.

Evidence /Progress	Barriers/Challenges
- As part of the current Welsh Language Skills Action Plan Managers are tasked with considering how services can be delivered through the medium of Welsh with current capacity i.e. sharing of resources. - Sessions were offered on 'More than Just Words – Follow on Strategy'. These were half day sessions delivered by Iaith and focused on the 'Active Offer' and development of a Welsh Language Skills strategy. These sessions were offered to Council staff and the Independent Sector. - The Council launched the Welsh Government's on-line Work Welsh 10 hour course. The aim of the course was to enable staff to meet and greet colleagues, customers and stakeholders using Welsh phrases and respond to initial enquiries in Welsh and transfer calls to other Welsh speakers. - The Council continues to offer opportunities for staff to learn Welsh via Coleg Cambria. A range of courses are offered from Beginners to Advanced. - The Council continues to offer informal practise session via Coleg Cambria. - The Council (in conjunction with Iaith) ran a Work Welsh intensive Course over a 3 month period – this was aimed at those where there was a need to progress quickly to learn Welsh. - Welsh language is a standing item on managers' meeting agendas, where issues of capacity can be	- Staff are not reporting or under reporting their Welsh Language skill level. - Staff lack confidence to use Welsh language skills in the workplace. - Costs of training.

discussed.
• Adults and Children's Social Care have a list of designated Welsh speakers and Welsh learners who can be called upon to assist in providing Welsh language services.
• Corporate Welsh Language Skills Strategy in place. This strategy includes initiatives to increase capacity across the organisation.

Objective 4 Promotion and Engagement

4.3 The use of the 'Working Welsh' logo will be promoted amongst health, social services and social care staff to enable people to identify Welsh speakers.

Evidence /Progress	Barriers/Challenges
• All Welsh speakers are given lanyards to show they are Welsh speakers and staff are also encouraged to invite correspondence in Welsh (via e-mail signature). • Signs have been placed in main reception areas to state that people may communicate through the medium of Welsh or English.	

4.6 Welsh language interfaces and software (such as Cysgliad) to be available for health, social services and social care services staff to enable and help them to work bilingually. The adaption of current systems should be considered to meet this aim.

Evidence /Progress	Barriers/Challenges

• All Welsh speakers (fluent and learners) have access to grammer and spelling checking software.
 	
• Welsh language requirements for the new WCCIS are:
  - The system must be compliant with legislation
  - The system must allow a
	Rescheduling of date for implemetation of WCCIS system. Now Sept 2018.

choice of language for the user interface - The system must be able to record in the language of English or Welsh - The system must support system generated documentation in Welsh/English	

APPENDIX 2

Employee Welsh Language Skills Monitoring

Introduction

We have three categories for which data is gathered as part of our Welsh Language skills equality monitoring:

1) Listening/Speaking

2) Reading/Understanding

3) Writing

In each of these categories employees are requested to assess/record their own level of Welsh language proficiency based on the following criteria:

Level 0 - Not at all/Entry

Level 1 - A little/Foundation

Level 2 - Intermediate/Some

Level 3 - Advanced/Moderate

Level 4 - Full Proficient

Level 5 - Full Proficient (Technical)

This information is provided by employees at recruitment stage, when an employee updates their personal record or (for some departments) during the employees personal development review.

This data is based on employees of the council (excluding school based education employees) as at **31/03/2018**.

Employees with Welsh Language Skills by Department

Department	No. of Empls.	EMPLOYEES WITH WELSH LANGUAGE SKILLS IN 1 OR MORE CATEGORIES			
		Level 1 +	%	Level 3 +	%
Adult Social Care	464	120	25.86%	27	5.82%
Chief Exec / Strategic Directors	8	1	12.50%	0	0.00%
Corporate & Customer Services	193	58	30.05%	12	6.22%
Education	373	67	17.96%	21	5.63%
Environment and Planning	520	42	8.08%	12	2.31%
Finance	160	59	36.88%	10	6.25%
Housing and Economy	828	118	14.25%	38	4.59%
Children's Social Care	254	69	27.17%	12	4.72%
Grand Total	**2,800**	**534**	**19.07%**	**132**	**4.71%**

Please note this excludes school based education employees and the Chief Executive department includes support employees within this department.

Employees with Welsh Language Skills by Grade

Grade	No. of Empls.	EMPLOYEES WITH WELSH LANGUAGE SKILLS IN 1 OR MORE CATEGORIES			
		Level 1 +	%	Level 3 +	%
L02 - L06	1,494	240	16.06%	44	2.95%
L07 - L10	861	214	24.85%	54	6.27%
L11 - L15	150	54	36.00%	26	17.33%
Soulbury, Youth and Centrally employed Teachers	159	19	11.95%	6	3.77%
Craft Workers	127	3	2.36%	2	1.57%
Chief Officers / Directors	9	4	44.44%	0	0.00%
Grand Total	2,800	534	19.07%	132	4.71%

Please note this excludes school based education employees and Heads of Department are included in the Chief Officers grade.