



Welsh Language Standards

Compliance with the Record Keeping Standards 157, 159, 163, 165, 169, 171

Complying with the Service Delivery Standards

Action taken
All managers and employees have been informed of the Standards
Guidance has been issued to employees: <ul style="list-style-type: none">➤ Dealing with telephone calls➤ Dealing with correspondence➤ Reception services➤ Producing documents, certificates for the public➤ Social media, websites, self - service machines
Standard statements offering customers the opportunity to correspond in Welsh have been provided to employees. These will be included on documentation, letter heads etc
Statement welcoming correspondence in Welsh is included on all e-mail messages
Iaith Gwaith Posters, lanyards and badges have been circulated to all reception areas. Posters are on display in all reception areas
The Council's website and self- service machines are bilingual
Apps are bilingual
Members of the public who apply for courses run by the Council will be asked their preferred language (Welsh or English) to assess the need for lessons to be provided through the medium of Welsh. Swimming lessons are already available through the medium of Welsh
A complaints procedure is already in place



Complying with the Policy making Standards

Action Taken
The equality impact assessment has been reviewed and amended to include Welsh language
Guidance on consultation and research and including Welsh language is available on the intranet. This has been promoted to employees
An e-learning module on equality and Welsh language impact assessments is available
Grants process is being reviewed to ensure compliance with the Standards

Complying with the Operational Standards

Action Taken
Managers and employees have been informed of the new Standards and the rights of employees
Employees have been informed of their rights via a news items on the intranet. They will also be informed through their payslips
Cysgliad is available for employees
A Welsh language page is available on the intranet. This provides resources to promote the Welsh language and support employees to use Welsh
Welsh language training at all levels is available for employees
A Welsh language awareness e-learning module is available for all employees and is included in the induction programme for new employees
Welsh language awareness is included in induction
Iaith Gwaith logo is available for employees who are Welsh speakers and learners. Instructions on how to include this on email signatures has been promoted to employees.
Instructions to set up a bilingual out of office message have been made available to employees
Instructions to set up a bilingual email signature has been provided to employees who use emails.
A process to assess the Welsh language skills for new posts is in place
A Welsh linguistic skills audit of the workforce is undertake at least annually
Application forms for posts have been altered for applicants to indicate that they wish to use Welsh at interview or during any other assessment
A complaints process is in Welsh and the number of complaints made is recorded



Record keeping Standards

We will keep records of:

- Number of complaints relating to compliance with Welsh language Standards
- Number of equality and Welsh language impact assessments undertaken
- Number of employees who complete the e-learning module
- Number of complaints relating to compliance with the Welsh language Standards
- Number of employees who attend training and level of training attended
- Number and % of employees who complete the e-learning module
- Number and % of employees who complete Welsh linguistic skills audit
- Number of posts where
 - Welsh language skills are essential
 - Welsh language skills need to be learnt on appointment
 - Welsh language skills are desirable
 - Welsh language skills are not necessary

We will present bi annual and annual reports to the Chief Officer Team and Cabinet and will publish an Annual Report in June each year.

Process for ensuring compliance with the Service Delivery, Operational, Record Keeping and Policy Making Standards.

The day to day responsibility for ensuring compliance lies with services directly.

Welsh Language leads have been nominated in services to assist with ensuring compliance at service levels.

The Policy and Performance Team has responsibility for strategic monitoring and reporting on the development of the Standards.

Responsibility for the Standards lies with the Chief Executive as well as the Cabinet.

All services that we offer in accordance with these Standards will be promoted through social media, publicity, council e-newsletter and website, as is our current procedure. We will actively promote the use of these services and encourage staff to facilitate the use of those services