## REPORT OF ADMINISTRATION & DEMOCRATIC SERVICES MANAGER

**SUBJECT:**
**WELSH LANGUAGE STANDARDS: ANNUAL REPORT**

On the 30th September 2015, the Welsh Language Commissioner issued the Authority with a Compliance Notice in accordance with Section 44 of the Welsh Language (Wales) Measure 2011. The Compliance Notice sets out the Welsh Language Standards with which the Authority has to comply in the course of carrying out its business and the dates from which the Authority has to comply with the Standards.

The Authority is required to produce an Annual Report by the 30th June 2017 in line with Standards 158, 164 and 170 of the Compliance Notice and a copy of that report is appended.

## RECOMMENDATION:

**That Members endorse the Annual Report as the Authority's submission to the Welsh Language Commissioner.**

Background papers:
Amended Welsh Language Standards Compliance Notice issued to the Authority on the 23rd January 2017

*(For further information, please contact Janet Evans, Administration & Democratic Services Manager on extension 4834, or by e-mailing janete@pembrokeshirecoast.org.uk)*

# PEMBROKESHIRE COAST NATIONAL PARK AUTHORITY



# ANNUAL MONITORING REPORT
# WELSH LANGUAGE STANDARDS

## April 2016 – March 2017

This report is also available in Welsh. We can provide this report in alternative formats on request. Please contact:


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# EXECUTIVE SUMMARY

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on all local authorities and National Park Authorities in Wales, together with the Welsh Ministers, to comply with the Standards relating to the Welsh Language.

The Pembrokeshire Coast National Park Authority is fully committed to the principle of allowing Welsh speakers to use their language in all aspects of their lives and recognises its responsibility to facilitate and promote this use.

In complying with the Welsh Language Standards the Authority's aim is to enable our customers to use the language (Welsh or English) that they are most comfortable with.  This report sets out how the Authority is complying with the Standards imposed under the Measure.  The Authority recognises that it has made progress but there are improvements still to be made.

## 1.  INTRODUCTION

1.1     The imposition of the Welsh Language Standards means that the Pembrokeshire Coast National Park Authority should not treat the Welsh language less favourably than the English language, and should promote and facilitate the use of the Welsh language to make it easier for people to use it in their day-to-day lives.

1.2     The Standards fall into five broad areas:

- **Service Delivery**, which focus on providing services, procurement, corporate identity
- **Policy Making**, which focus on carrying out an impact assessment of the Welsh language when making policy decisions, and taking positive action to promote use of the Welsh language
- **Operational**, which focus on promoting and facilitating the Welsh language in relation to the Authority's staff and  internal activities
- **Promotion**, which focus on promoting or facilitating the use of the Welsh language more widely and
- **Record Keeping**, which focus on keeping records on how the Authority complies with the Standards imposed.

1.3     A total of 170 sub-Standards have been imposed on the Authority, with an initial implementation date of the 30th March 2016.  A full list of the Standards with which the Authority is required to comply is available on our website and on Parcnet (our intranet for staff and Members).

1.4     Standards 158, 164 and 170 stipulate that the Authority must produce an annual report by the 30th June in relation to each preceding financial year.  This is the second annual report since the introduction of the Standards and the report focuses on the period from the 1st April 2016 to the 31st March 2017.

## 2.  SERVICE DELIVERY STANDARDS (STANDARDS 1 – 87)

To ensure that all staff are aware of the Service Delivery Standards, we have distributed brief guidance on the delivery of Welsh language services.  All Team Leaders and Managers have a duty to ensure that their services comply with the requirements.

### 2.1  Correspondence (Standards 1 – 7)
2.1.1   Specific guidance has been given to staff for dealing with correspondence, whether paper or electronically.

2.1.2   A standard statement has been inserted on the Authority's headed paper and guidance has been provided to staff for inclusion on emails.

2.1.3 Work is being undertaken on a database to record the language preferences of service users.

2.2 **Answering the telephone (Standards 8 – 22)**
Specific guidance has been given to staff for dealing with telephone calls.

2.3 **Public Meetings (Standards 24 – 36)**
Specific guidance has been issued in relation to arranging meetings, reminding all staff that bilingual invitations should be issued (unless the language choice of all attendees is already known), a simultaneous translation service is provided (if required), and all publicity, written materials, etc. produced by the Authority for the meeting are to be fully bilingual, with the Welsh and English languages treated equally.

2.4 **Documents, Forms and Publicity Material (Standards 37 – 51)**
2.4.1 All press statements have been, and will continue to be published bilingually, with both the Welsh and English languages treated equally.

2.4.2 All the Authority's information leaflets are produced bilingually, with both the Welsh and English languages treated equally, or – if they are produced separately – with a sentence to say that the leaflet is also available in the other language.

2.4.3 Where public documents are printed separately, the Welsh and English languages are treated equally in terms of font, size, format, etc.

2.4.4 The Authority's agendas and minutes are produced bilingually in accordance with Standard 41(a), whilst all materials for conferences or seminars are produced bilingually in accordance with Standard 41(b).

2.5 **Website, apps and social media (Standards 52 and 55 – 59)**
2.5.1 Users of the Authority's website are able to choose their preferred language by clicking on a toggle button. We are involved in an ongoing process of ensuring that all pages correspond fully between both languages.

Number of hits on the Welsh website between:
1st April 2016 and 31st March 2017: 12,565
1st April 2015 and 31st March 2016: 10,926

Number of hits on the English website between:
1st April 2016 and 31st March 2017: 1,071,152
1st April 2015 and 31st March 2016: 1,114,593

2.5.2 All apps produced by the Authority are bilingual.

2.5.3 The Authority's Facebook and Twitter accounts are posted bilingually.

2.6 **Self-service machines (Standard 60)**
2.6.1 All pay and display car park machines are fully bilingual.

2.7     **Signage and Notices (Standards 61 – 63 and 69 – 70)**
2.7.1   The Authority's signage is bilingual, although the Welsh language does not
        necessarily come first at all times.  When these signs will be replaced, they
        will comply with the Standards in that the Welsh language will be positioned
        so that it is read first; however, any new signs erected will comply with the
        relevant Standard(s).

2.7.2   All official Notices are published or displayed bilingually.  Where official
        Notices are printed separately, the Welsh and English languages are treated
        equally in terms of font, size, format, etc.

2.8     **Reception services (Standards 64 – 70)**
2.8.1   Of the five staff (three full-time equivalents) in the Authority's main reception
        area, one is a fluent Welsh speaker while two have undertaken basic Welsh
        language courses.  If staff have been unable to deal with a call themselves,
        they have referred the caller to another Welsh-speaking colleague without
        delay.

2.8.2   Staff in the reception areas in Oriel y Parc, Castell Henllys, Newport Visitor
        Centre and Carew Castle have Welsh language skills and are able to offer a
        Welsh language service from the first point of contact.

2.8.3   Iaith Gwaith posters are displayed in all reception areas and employees who
        speak Welsh either wear Iaith Gwaith lanyards or badges to inform the public
        that a Welsh language service is available.

2.9     **Grants (Standards 71 – 75)**
2.9.1   The Authority administers the Sustainable Development Fund.  Guidance
        notes and the application form are available in Welsh and English, and
        correspondence is responded to in the applicant's language of choice.  Any
        promotional material is available either bilingual or in both Welsh and English
        languages and are treated equally in terms of font, size, format, etc.

2.9.2   The grants policy has been amended to include a requirement to promote and
        facilitate use of the Welsh language as part of the grant awarding criteria.

2.10    **Tenders (Standards 76 – 80)**
        Invitations to tender are inputted bilingually on the Sell2Wales website, with
        the following wording included: "Tenders are welcomed in English or Welsh.
        A tender submitted in Welsh will be treated less no less favourably than a
        tender submitted in English".

2.11    **Corporate identity (Standard 83)**
        The Authority's corporate identity has been bilingual since its inception.  All
        headed paper, business cards and identity cards are bilingual, including its
        signs and vehicles.

2.12    **Education courses (Standards 84 and 86)**

The Authority does not run education courses *per se*. The activities and events programme for 2017/18 provides for activities/events through the medium of Welsh and all schools/groups who take part are able to do so through their preferred language.

## 3.   POLICY MAKING STANDARDS (STANDARDS 88 – 97)

3.1   **Policy formulation, review or revision (Standards 88 – 90)**
No new policies were formulated during the reporting period in question. The Authority is currently reviewing its Local Development Plan and impact assessments are undertaken as a matter of course in this process.

3.2   **Public consultation (Standards 91 – 93)**
During the reporting period in question, the Authority consulted on its review of the Local Development Plan and Delivery Agreement. Both documents were published in Welsh and English, together with the relevant consultation questionnaires.

3.3   **Policy research (Standards 95 – 97)**
No research was commissioned during the reporting period in question.

## 4.   OPERATIONAL STANDARDS (STANDARDS 98 – 144)

4.1   **Employment documentation (Standards 99 – 104)**
4.1.1   On the 31$^{st}$ March 2017, the Authority employed 150 staff. Of those who completed their language skills data 21% described themselves as fluent, with an additional 17% describing themselves as "having Welsh language skills".

4.1.2   All staff have been asked whether s/he wishes to receive any documents relating to their employment in Welsh or bilingually.

4.2   **Human resources policies (Standards 105 – 111)**
All relevant staffing policies covered by the Standards are available bilingually.

4.3   **Complaints/disciplinary procedures (Standards 112 – 119)**
Staff are aware that they can complain and/or respond to the disciplinary/complaints process in their preferred language.

4.4   **Welsh language software (Standard 120)**
Welsh language software, including the *Cysgeir* and *Cysill* programmes are available to all staff.

4.5   **Intranet (Standards 122 – 126)**
Work has yet to take place on providing a bilingual Intranet.

4.6   **Assessing staff's Welsh language skills (Standard 127)**
All staff have been asked to input their Welsh language skills on the Authority's PoblyParc HR system.

4.7 **Welsh language courses (Standards 130 – 133)**
Performance reviews are undertaken with all staff, where the need (or opportunity) to learn Welsh is identified. Any staff wishing to attend a Welsh language course during work time is supported.

4.8 **Email signature wording or logo (Standards 134 – 135)**
Guidance has been provided to all staff on email signatures and out-of-office messages.

4.9 **Assessing linguistic requirements for all vacant posts (Standard 136)**
Whenever a job description is prepared or amended, managers will be required to assess the linguistic requirements of the post using the Authority's adopted language framework. The following factors are used, together with the language framework, to set the level of skills required for the post:
(a)   Will the postholder work in a Service area that requires the service to be delivered through the medium of Welsh?
(b)   Is the Authority currently able to deliver this Service in Welsh?

If the answer to (b) is 'yes', the manager must explain how the Authority currently delivers through the medium of Welsh. If the answer to (a) is 'yes' and (b) is 'no', the post must be advertised as 'Welsh essential' with an indication of the skills level required.

The requirements are recorded in the Request to Fill a Post form which is submitted to the Authority's Leadership Team for approval.

4.10 **Advertising posts (Standards 136A, 137 and 137B)**
All vacant posts are advertised bilingually. The Authority's website and the downloadable application form stipulate that an applicant may submit their application in Welsh or English; each application will be treated equally.

4.11 **Application forms (Standards 137A – 140)**
Application forms are available bilingually and applicants can apply for any post in their chosen language. The form asks individuals to note whether they wish to use the Welsh language at interview. The Authority will try to ensure that there is at least one Welsh speaker on the interview panel, but if this is not possible an instantaneous translation service will be provided if the applicant has noted that they wish to speak Welsh at interview.

4.12 **Signs displayed in the workplace (Standards 141 – 143)**
The Authority's policy is to ensure that all signs are bilingual, with the Welsh text inserted in such a way that it is likely to be read first. Reception area managers have received guidance on ensuring that they comply with these Standards.

4.13 **Announcements using audio equipment in the workplace**
The Authority does not use audio equipment in the workplace.

## 5. PROMOTION STANDARDS (STANDARDS 145 – 146)

**5.1** **5-year Welsh Language Strategy**
On the 29th March 2017 the Authority agreed for consultation purposes a draft 5-year Welsh Language Strategy.  The consultation results, together with a final draft Strategy, will be presented to the Authority on the 7th August for adoption.

## 6. RECORD KEEPING STANDARDS (STANDARDS 147 – 154)

**6.1** **Complaints received (Standards 147 – 149)**
One complaint was received during the reporting period in question and was dealt with in accordance with the Authority's Service Standards process.  The complaint regarded the lack of bilingual parking tickets at Newport Sands.  The ticket machine in question is a hand-held machine and, unfortunately, is not capable of producing a bilingual ticket.  The complainant appeared to be satisfied with our response as they did not come back to the Authority.

**6.2** **Welsh language skills (Standard 151)**
All staff have been asked to input their Welsh language skills on the Authority's PoblyParc HR system.  Of those who have self-assessed their skills against the Authority's adopted language skills framework, 32 stated that they were fluent in the Welsh language, with 25 assessing themselves as having some Welsh language skills.

**6.3** **Training courses (Standards 152)**
No courses were offered in Welsh during the reporting period.

**6.4** **Welsh language assessments for new or vacant posts (Standard 153)**
All requests to fill new or vacant posts have to be considered by the Authority's Leadership Team (see 4.9 above).  The statistics are recorded on the Ffynnon performance management system and reported to the Audit and Corporate Services Review Committee.

**6.5** **Categorisation of new and vacant posts (Standard 154)**
22 posts were advertised during the reporting period.  11 were categorised as Welsh essential, 8 Welsh desirable, 1 with a condition that the successful candidate would be required to learn Welsh within a specific time period and 2 were advertised with no Welsh requirement as they were short-term temporary posts.

## 7. SUPPLEMENTARY STANDARDS (STANDARDS 155 – 175)

**7.1** A copy of the Compliance Notice issued to the Authority by the Welsh Language Commissioner is available on the Authority's website.

7.2     A document entitled "Welsh Language Standards: Comments and Complaints" is available on the Authority's website.  This document sets out all the Standards with which the Authority has to comply, together with the process that will be adhered to should someone make a complaint to the Authority if it fails in that duty.

## 8.     MONITORING COMPLIANCE

8.1     Ultimate responsibility for implementing and monitoring the Welsh Language Standards lies with the Authority's Chief Executive.  However, any actions concerning the Standards on a day-to-day basis has been delegated to the Administration and Democratic Services Manager.  In addition, every Director, Head of Service and Team Leader are fully aware of the obligations of the Standards.

8.2     The Annual Monitoring Report is submitted to the Authority for approval prior to submission to the Welsh Language Commissioner.