

Love Welsh Language



Caru'r Iaith Gymraeg



Newport City Council

Welsh Language Annual Report

2017-2018

Mae'r ddogfen hon ar gael yn Gymraeg

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Legislative Context

This annual report has been prepared in accordance with Welsh Language Standards 158, 164 and 170. This report will highlight how Newport City Council (NCC) has complied with the Welsh Language Standards given to us by the Welsh Language Commissioner in Newport's Compliance Notice.

As well as outlining the authority's general compliancy, this report also contains the specific information required by the Standards. This data includes the number of complaints we have received, the Welsh language level of our staff, the training we offer through the medium of Welsh and the level of Welsh we require on all vacant and new posts we have advertised during the financial year.

Foreword by Cllr Mark Whitcutt, Deputy Leader and Cabinet Member for Assets, Equalities and Member Development

Newport is in a period of change; as we move forward and transition, it is up to us ensure the city's cultural landscape in regards to the Welsh language evolves to reflect our changing cityscape.

I am pleased to see the progress the authority has made over the past 12 months, bilingual greetings are now the norm, Welsh language standards are recognised and understood by the majority of council staff, and the governance around the language has evolved to reflect the progress we have already made.

I am particularly pleased with the work that has already gone into delivering the new 5 Year Welsh Language Strategy. The authority's 'Benefits of Bilingualism' campaign, which was agreed in the strategy, looks to really make an impact on how we promote Welsh medium education in the future, and the fact that the booklet has already been applauded as a fantastic example of how Welsh language promotion should be both inclusive and accessible, is a great indication of the momentum that is building in the city.

There are of course significant challenges ahead as well, we need to keep our foot on the pedal in terms of how we engage with staff, keeping our messages fresh and relevant. We need to continue to build on our efforts to upskill the staff who deliver our services, particularly our frontline services, ensuring that we are resilient in terms of our ability to deliver bilingual services. Of course we will also need to be mindful that newly procured systems have bilingual functionality built into their DNA, so we are not acting retrospectively, building bilingualism in after the fact, but ensuring that it is present from the outset.

With all that said, I am sure that Newport City Council has laid strong foundations for profound change, and that the authority will continue to make substantive improvements to the way we deliver services in the future.

Newport City Council Annual Summary

The Welsh Language Standards have provided NCC with the impetus to rise to the Welsh Government's challenge of delivering entirely bilingual public services. This annual report both reflects the positive distance travelled by the authority in reaching this aim, while also highlighting the work left to be done.

The authority has taken a holistic approach to implementing change, allocating responsibility to service areas and putting governance arrangements in place through the Strategic Equalities Group, the Welsh Language Implementation Group and various task-and-finish subgroups.

Over the course of this financial year progress has been made in a number of areas; the Welsh language has continued to benefit from the dedicated budget that was allocated to it in the previous financial year. This shift towards bilingualism continues to be facilitated by the implementation of a centrally funded translation service, which efficiently translates a huge volume of material for the authority.

However, as was the case in our previous annual report and as was outlined in our official challenges to the Commissioner's Compliance Notice, limitations in our current software systems and the limited Welsh language ability of our staff has meant we have not been able to achieve full compliancy with all standards.

Last year the authority identified a number of priorities that it wanted to achieve in the 16/17 financial year, including improved integrated guidance on Welsh language assessments, an improved bilingual website, and the initial implementation of the 5 Year Welsh Language Strategy, this report shows that the authority has made substantial progress against many of these goals. However the authority will need to keep up momentum in the coming financial year to ensure the uniform implementation of Welsh language standards. The authority has identified a number of actions which will help us keep pace in the 2018/19 financial year:

- continue to improve the way we engage with staff, including revised training provision
- refresh existing guidance on standards and staff responsibilities
- improve how we promote our Welsh language services
- continue to improve the way we identify and record customer language choice and complaints
- test our ability to deliver Welsh medium services through an improved and robust in-house mystery shopper programme
- further promote the integrated guidance on impact assessments that was developed last year
- working with partners to build on the momentum that has been created in the first year of the Welsh Language 5 Year Strategy

Summary 1: Service Delivery Standards

A review of our compliance with Service Delivery Standards demonstrates the continued progress the authority has made in delivering bilingual services to members of the public. However, this is also the standard grouping which represents the highest risk to the authority, as these are our most 'public facing' standards.

In the coming financial year the Newport City Council will need to improve the way it self-regulates its compliance with Service Delivery Standards by developing robust checks such as an internal mystery shopper programme.

Summary 2: Policy Making Standards

Improved direction relating to Policy Making standards has been issued to staff through our guidance on Fairness and Equality Impact Assessments (FEIAs), which has been made available on our staff intranet. While, this guidance has strengthened the prominence of the Welsh language alongside other equalities considerations, a complaint raised by a member of the public via the Welsh Language Commissioner's Office has highlighted that some work on Policy Making Standards is still required. Weaknesses in relation to these standards are largely as a consequence of a failure to comprehensively communicate the full implications of the Welsh Language Measure to all areas of the council's workforce uniformly. In response to this the authority will step up staff engagement in this area and feed FEIA guidance into a comprehensive package of staff communications.

Guidance on awarding grants and contracting is still in process, and is the subject of an internal task and finish group. It is anticipated that this project will be completed within the upcoming financial year.

Summary 3: Operational Standards

The authority feels it is largely compliant with these standards.

In the past year we have continued to develop staff skills and have strived to create a work environment which facilitates the use of incidental Welsh through a positive staff communications strategy. However, as these skills have focused on beginners, the authority will, over the coming year, continue to make a concerted effort to improve the in-house support we offer to our intermediate and advanced Welsh speaking staff.

Summary 4: Promotion Standards

In March 2017 Cabinet and Council approved the [5 Year Welsh Language Strategy](#) for the city. The Strategy is available on the authority's website, and lays out how we will promote Welsh over the next five years. The Strategy is delivered across a number of working groups and reports to the Strategic Equalities Group, namely:

- the Welsh in Education Forum and the Promotion of Welsh in Education Group, which are led by the council and comprised of local partner organisations
- the Welsh Language Implementation Group, an internal council group which includes both Newport Norse and Newport LIVE

- the Fforwm Iaith (Welsh language forum for Newport) led by Menter Iaith Casnewydd and supported in its project work by the council

One year into the [strategy](#) and Newport City Council has already made notable progress against some of the objectives set out in the Strategy's Action Plan.

A 'Benefits of Bilingualism' campaign is in the process of being rolled out which will promote Welsh medium education across Newport, a [booklet](#) has already been developed by the authority in close partnership with Menter Iaith Casnewydd. This booklet has been received very positively by stakeholders.

The authority has also been successful at coordinating a joint BAME (Black, Asian and Minority Ethnic) Engagement project that looks to promote access to Welsh Language education among underrepresented groups in Newport. This project represents the first time that the Welsh language agenda has been explicitly linked with the wider equalities agenda, and is a good example of Newport developing bespoke strategies for Welsh language promotion.

Summary 5: Record Keeping

The authority assesses that it remains compliant in this area. However, we are in the process of procuring a new Customer Relationship Management (CRM) system which will improve the way we record complaints and customer information in regard to language choice.

Staff Skills

The authority collects information on the Welsh speaking ability of its staff by asking them to voluntarily record their skill level via the Employee Self-Assessment portal. As of 31st March 2018 the authority employed 5949 staff, including staff in schools. Outlined in the table below is a breakdown of their known Welsh language ability.

Welsh language skills of all known NCC Employees as at 31/03/18

Headcount 2016/17	Headcount 2017/18
6,147	5,949

	No. of Employees by Score 2016/17					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	2,782	1,135	210	158	1,833	
Spoken	2,574	1,324	210	183	1,856	
Understanding	2,606	1,272	224	193	1,852	
Written	2,830	1,079	198	171	1,869	
Percentage of headcount	43.9%	19.6%	3.4%	2.9%	30.1%	
	No. of Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	2,710	1,154	220	193	1,672	
Spoken	2,531	1,329	217	189	1,683	
Understanding	2,546	1,290	233	198	1,682	
Written	2,764	1,101	208	177	1,699	
Percentage of headcount	44.3%	20.5%	3.7%	3.1%	28.4%	

Below is a summary of the distribution of staff Welsh skills across different service areas. As is demonstrated in the table, the authority currently has a higher concentration of staff with Welsh skills working in schools than we do in other council services.

Staffing data below demonstrates that over the next 12 months the authority will need to work to reduce the number of staff within the authority that have not recorded their Welsh language ability. The same data also suggests that we will also need to proactively work to increase the number of advanced and intermediate Welsh language speakers across our service areas. Our data suggests that we have 406 members of staff with either advanced or intermediate spoken Welsh skills, however when we breakdown where these staff members are situated across the authority, we can observe that the vast majority of these are within schools, and that we only have a relatively small number of Welsh speaking staff within our corporate services. This relatively small number of Welsh speaking staff remains one of the most significant limitations in our ability to ensure delivery of reliable Welsh language services to the public.

	No. of Adult and Community Services Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	283	30	4	9	272	
Spoken	276	37	5	8	272	
Understanding	274	35	5	9	266	
Written	287	25	3	8	266	

	No. of Children and Young People Services Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	211	41	9	7	119	
Spoken	211	43	8	8	117	
Understanding	205	46	7	9	120	
Written	216	33	9	7	122	

	No. of Education Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	122	44	8	6	207	
Spoken	116	52	6	6	207	
Understanding	120	45	9	6	207	
Written	130	37	7	5	208	

	No. of Finance Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	50	18	0	2	21	
Spoken	51	17	0	2	21	
Understanding	50	15	0	2	24	
Written	52	16	0	2	21	

	No. of Law and Regulation Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	167	27	4	7	26	
Spoken	165	29	4	7	26	
Understanding	160	33	5	7	26	
Written	170	24	5	6	26	

	No. of People and Business Change Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	73	10	3	2	26	
Spoken	68	15	3	2	26	
Understanding	69	12	3	3	27	
Written	73	8	3	2	28	

	No. of Regeneration, Investment and Housing Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	308	123	18	19	85	
Spoken	269	151	21	17	95	
Understanding	278	144	18	19	94	
Written	307	112	21	16	87	

	No. of Schools Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	1264	849	171	141	828	
Spoken	1147	971	167	138	830	
Understanding	1158	948	185	142	820	
Written	1293	835	158	131	836	

	No. of Strategic Directors by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	3	1	0	0	1	
Spoken	2	2	0	0	1	
Understanding	3	1	0	0	1	
Written	3	1	0	0	1	

	No. of Streetscene and City Services Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	246	22	5	3	110	
Spoken	245	23	4	4	110	
Understanding	244	24	3	4	111	
Written	250	21	3	3	109	

Training

Under Standard 128, the authority is mandated to offer training programmes through the medium of Welsh on the following courses;

- Health and Safety for Managers
- Corporate Induction
- Performance Management
- Corporate Management Induction

However, of the courses that were offered in Welsh, none were requested by members of staff. As such 0% of the staff attending a course attended a Welsh version. The authority will need to evaluate the availability of Welsh training in the coming financial year and consider how these sessions are promoted to staff.

Welsh language courses and awareness training

The section below highlights the number of staff who have attended a Welsh language course or awareness training in the 2017/18 financial year. The language courses are delivered in partnership with Coleg Gwent and follow the national curriculum of teaching Welsh to adults. Welsh Language awareness sessions aim to provide staff with a practical knowledge of the authority's obligations under the Welsh Language Measure. The low figure of attendees associated with the awareness sessions is accounted for by a change in training providers during the 2017-18 financial year.

Course Title	Number Enrolled
Welsh Language Awareness	8

Course Title	Number Enrolled
Improvers Course for Welsh Speakers	9
Welsh 2-day Introduction	9
Welsh at Work 90-minute Taster	10
Welsh Mynediad/Entry Level 30-week course (Year 1)	13
Welsh Mynediad/Entry Level 30-week course (Year 2)	21
Welsh Sylfaen/Foundation Level 30-week course (Year 1)	1
Welsh Sylfaen/Foundation Level 30-week course (Year 2)	5
Improvers Course for Welsh Speakers	8
External classes	3

New Posts

Over the course of the 2017-18 financial year NCC advertised 577 vacant and new posts. Below is a table outlining the Welsh language requirements associated with these jobs. This data includes both core council staff and staff working in schools.

Welsh Competency requirements on new posts (all posts)

No. of new posts 2016/17	No. of new posts 2017/18
842	577

2016/17		
Welsh Competency Requirement	Number	Percentage of Total
Essential	51	6.1%
Desirable	270	32.1%
Not necessary	520	61.8%
To be learnt in post	1	0.1%
Total	842	
2017/18		
Welsh Competency Requirement	Number	Percentage of Total
Essential	26	4.5%
Desirable	51	8.8%
Not necessary	499	86.5%
To be learnt in post	1	0.2%
Total	577	

If we were to remove staff working within schools from this dataset and focus solely on core council staff we can observe a significant drop in the percentage of posts in which Welsh is 'Essential' and 'Desirable'. This suggests that we have a higher proportion of Welsh Essential and Desirable posts being advertised in schools than we do in core council services.

Welsh Competency requirements on new posts (excluding schools)

No. of new posts 2016/17	No. of new posts 2017/18
600	347

2016/17		
Welsh Competency Requirement	Number	Percentage of Total
Essential	25	4.2%
Desirable	189	31.5%
Not necessary	385	64.2%
To be learnt in post	0	0.0%
Total	600	
2017/18		
Welsh Competency Requirement	Number	Percentage of Total
Essential	6	1.7%
Desirable	43	12.4%

Not necessary	298	85.9%
To be learnt in post	0	0%
Total	347	

Complaints

In the 2017-18 financial year, Newport City Council received 1 complaint relating to non-compliance with standards that was recorded via our CRM system, this related to Service Delivery Standards via our website.

However, 11 complaints were received via Welsh language officers; one of these related to policymaking standards and concerned the number of staff available on our Welsh speaking phone line and the other related to the covering of a Welsh language sign in our car parks.

Over the past financial year NCC has dealt with 4 complaints from the Welsh Language Commissioner's office regarding non-compliance with standards. These complaints related to the failure to comply with the following standards:

Standard 47: Not producing a document for public use

Standard 52: Not maintaining bilingual websites

Standard 55: Not clearly stating that a website is available in Welsh

Standard 61: Not erecting compliant signage

Standard 88 – 97: Not fully considering the impact on the Welsh language in policy making

While the authority recognises the need to improve how it records complaints which relate to compliance with standards, particularly within the CRM. The authority is confident that this has not impacted customer service. Indeed, the authority is pleased with its existing track record of working positively with both the commissioner's office and members on various issues relating to bilingual service delivery. This is something that we hope to continue forward into the upcoming year.

Date: June 2018

Author: Welsh Language and Equalities Officer