



Report

Council

Part 1

Date: 11 September 2018

Subject **Annual Welsh Language Monitoring Report 2017-18**

Purpose This report reflects Newport City Council's progress on its Welsh language commitments during the financial year 2017-18.

The attached monitoring report is required to be published on the council's website in accordance with statutory deadlines.

Author Head of People and Business Change

Ward All

Summary The Council is required to report annually on its progress in complying with the Welsh Language Standards under the Welsh Language (Wales) Measure 2011.

This report covers the second year of implementation, following the imposition of the majority of Welsh language standards in March 2016. The report which has previously been received by Cabinet provides an overview of the Council's progress in meeting the Welsh Language Standards.

Proposal **To approve the attached final monitoring report and publish it on the Council's website, in accordance with statutory deadlines.**

Action by Head of People and Business Change, Heads of Service

Timetable Immediate

This report was prepared after consultation with:

Corporate Directors

Cabinet Member for Assets, Equalities & Member Development (Deputy Leader)

The Council's Strategic Equalities Group, and Welsh language group

HR Manager

Background

Legal context

This report reflects Newport City Council's progress on its Welsh language commitments during the financial year 2017-18. This represents the authority's second year of implementing the Welsh Language Standards which came to force on the 30th of March 2016.

The report presents data required by the Standards and the draft report pending Cabinet approval was published on 30th June in compliance with Standard 158. The report will be publicised following approval by Cabinet and we will ensure that a copy is available online and in public offices as required by Standard 170.

Governance and management

The implementation of Welsh Language Standards is monitored and implemented through both the officer Welsh Language Implementation Group and the Strategic Equalities Group, which is chaired by Deputy Leader and Cabinet Member for Assets, Equalities and Member Development. The implementation of the Welsh Language Standards has been identified as a medium risk on the authority's Risk Register.

The attached report also highlights how the Welsh Language Implementation Group has evolved to reflect the changing position of the authority in regards to the implementation of Welsh Language Standards, with the group now having been divided into a number of Service Area specific task-and-finish groups.

Developments

In the past 12 months the authority has published its 5 Year Strategy, and has already actioned some of the major points contained within it, such as the development of a Benefits of Bilingualism leaflet and a dedicated project with looks to promote Welsh and Welsh medium education among BAME (black and minority ethnic) groups across Newport. The authority has also moved to simplify how it delivers translation to its staff by entering into an SLA (service level agreement) with Cardiff City Council for all translation work.

The report has identified the following are challenges for the coming 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

Financial Summary

The cost of implementing the Welsh Language Scheme is largely met out of existing budgets by each relevant service area. The majority of the actions relate to work already identified in service improvement plans, for example workforce monitoring. In 2017/18 £280k was allocated to deliver Welsh Language Standards, with most of that amount ear-marked for developing a sustainable translation service.

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
That the Welsh Language (WL) Standards in their entirety are not implemented	H	L	Governance of the WL Scheme / Standards and Equalities is strengthened through the WL Implementation Group and Strategic Equalities Group. Resources identified for implementation and translation provision.	Heads of Service Head of People and Business Change
That the Standards are not understood by employees	H	L	The WL internal communications strategy is a visible campaign that engages managers and employees. Training on WL awareness will now be delivered by internal officers, helping to facilitate engagement between Welsh language officers and staff.	Head of People and Business Change
The website needs to function bilingually.	M	H	Website translation has been commissioned and information prioritised, however ongoing technical challenges are still being worked on by the Web Development group.	Head of People and Business Change Head of Streetscene

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

As detailed in the body of the report, the council's commitments under the Welsh Language Standards are integrated into the authority's planning documents including the Strategic Equality Plan, the Wellbeing Plan, and the authority's most recent Corporate Plan.

Options Available

- a) To approve the attached report and publish on the council's website
- b) To not approve the attached report and redraft.

Preferred Option and Why

Option a) is the preferred option, in order to ensure that the council remains compliant with its statutory obligations.

Comments of Chief Financial Officer

There are no direct financial consequences as a result of the proposal to approve the monitoring report and then publish on the Council's website. The actual implementation of the Welsh Language Scheme is met by service area budgets and a central budget is also in place to develop a sustainable translation service with a reserve available to draw on for new standards and requirements.

Comments of Monitoring Officer

The Council has a statutory duty under the Welsh Language (Wales) Measure 2011 to comply with prescribed Welsh language standards in relation to the delivery of public services, policy making and record keeping. The Council is required to report annually on progress in meeting the Welsh Language Standards and publish the report in accordance with standard 158. This report sets out the action taken to comply with this duty and the progress, to date, in implementing the relevant standards for the second year since they were introduced in March 2016. It demonstrates that the Council has responded to the requirements of the Measure and the prescribed standards in a systematic way and has actioned some of the major areas of work identified in the 5 year Welsh Language Strategy adopted last year. However, further progress will be required in the next 12 months

Comments of Head of People and Business Change

There are no direct staffing implications arising from this report.

This annual report reflects the positive progress made in the second year of implementation of the Welsh Language Standards. Work over the past 12 months includes publication of the Council's 5 year strategy and a move to simplify the delivery of translation services. This contributes to the delivery of the Council's well-being objectives and the national well-being goals, particularly a Wales of vibrant culture and thriving Welsh Language. Any challenges identified will be addressed through the Welsh Language Implementation Group and the Strategic Equalities Group.

Comments of Cabinet Member

I am pleased to see the progress the authority has made over the past 12 months, as outlined in the report 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.

Local issues

Not applicable.

Scrutiny Committees

Not applicable.

Equalities Impact Assessment and the Equalities Act 2010

No Fairness & Equalities Impact Assessment (F&EIA) is necessary for the annual report. Equalities and Welsh language agenda are well aligned and actions in the report referring to FEIA in Newport will consider both together.

The Welsh Language Standards are congruent with equalities legislation as outlined in the report

Children and Families (Wales) Measure

No consultation was needed for this report.

Wellbeing of Future Generations (Wales) Act 2015

The Wellbeing of Future Generations Act 2015 which came into force in April 2016 sets the context for the move towards long term planning of services. A programme of training for senior management and elected members is underway so that the wide-ranging implications of the act are understood and can be embedded in the Council's ways of working.

The wellbeing objectives for Newport City Council include Welsh language requirements, linked to the 5 year Welsh Language Strategy.

Crime and Disorder Act 1998

Not applicable.

Background Papers

Welsh Language Standards (Newport City Council Compliance Notice)

Welsh Language annual report 16/17

Welsh Language annual report 17/18

Cabinet Report Welsh Language annual report July 2018

5 Year Welsh Language Strategy

NCC Well-being Objectives and Well-being Statement

Wellbeing Plan

Dated: 1 Sep 2018