



Newport City Council

# Welsh Language Annual Report

2016-2017

## **Mae'r ddogfen hon ar gael yn Gymraeg**

This document is available in Welsh

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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.

## 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 Welsh Language Implementation Group and the Strategic Equalities Group.

Over the course of this financial year notable progress has been made on a number of fronts; the Welsh language now has an allocated budget, dedicated project management and effective governance in place to implement the required changes. Staff members are greeting the public bilingually and feedback from the staff conference in October 2016 indicated that staff felt increasingly confident in offering and delivering bilingual services. This shift towards bilingualism has been facilitated by the implementation of a centrally funded translation service, which efficiently translates a huge volume of material for the authority.

However, 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. Newport City Council will need to keep up momentum in the coming financial year to ensure we deliver uniform implementation of Welsh language standards.

The authority has identified a number of actions which will help us keep pace in the coming year, these include:

- improving the way we engage with staff
- improving the way we identify and record choice of language and complaints
- testing our ability to deliver Welsh medium services
- implementing the Workforce Development Strategy to further support and make better use of Welsh speakers
- identifying more Welsh speaking customer services operatives for front line services
- developing integrated guidance in impact assessments
- Implementing the Welsh Language 5 Year Strategy
- developing a fully bilingual website for the authority
- maintaining the momentum for change

### **Summary 1: Service Delivery Standards**

A review of our compliance with Service Delivery Standards demonstrates the positive progress NCC 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 light of this, the authority will seek to develop and implement a mystery shopping programme which tests the resiliency of our Welsh language services over the next 12 months.

### **Summary 2: Policy Making Standards**

Improved direction relating to Policy Making standards will be issued to staff through our Fairness and Equality Impact Assessment (FEIA) guidance, which will be made available on our intranet and widely publicised amongst council staff. This guidance will strengthen the prominence of the Welsh language alongside other equalities considerations and will ensure that accountable officers fully understand the implications of the Welsh Language Standards on any change to policy or on any proposal that will affect people and/or service delivery.

Guidance on awarding grants and contracting will also be developed and this will be the subject of an internal task and finish group in the coming year.

### **Summary 3: Operational Standards**

The authority feels it is largely compliant with these standards. In the coming year we will focus on developing staff skills and creating a work environment which facilitates the use of incidental Welsh through a positive staff communications strategy.

### **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.

### **Summary 5: Record Keeping**

The authority assesses that is compliant in this area. However, we are in the process of developing a new Customer Relationship Management 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 31/03/17 the authority employed 6147 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 31/03/16

Headcount
6,147

Welsh Competency	NO. OF EMPLOYEES BY SCORE				No Record
	None	Beginner	Intermediate	Advanced	
Welsh Language - Reading	2,782	1,135	210	158	1,833
Welsh Language - Spoken	2,574	1,324	210	183	1,856
Welsh Language - Understand	2,606	1,272	224	193	1,852
Welsh Language - Written	2,830	1,079	198	171	1,869
Average percentage of Headcount	43.9%	19.6%	3.4%	2.9%	30.1%

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.

Welsh speakers by service area	Competency	Welsh Competency Level			
		Advanced	Beginner	Intermediate	None
Adult & Community Services	Welsh Language - Spoken	6	27	5	257
Children and Young People Services	Welsh Language - Spoken	5	43	5	218
Education	Welsh Language - Spoken	5	46	5	150
Finance	Welsh Language - Spoken	1	16		60
Law & Regulation	Welsh Language - Spoken	8	33	4	167
People & Business Change	Welsh Language - Spoken	4	20	4	90
Regeneration Investment & Housing	Welsh Language - Spoken	16	140	14	256
Schools	Welsh Language - Spoken	137	976	168	1150
Strategic Directors	Welsh Language - Spoken		2		3
Streetscene & City Services	Welsh Language - Spoken	4	25	5	245
Total		186	1328	210	2596

## Training

In accordance with standard 128, the authority offers a number of Welsh language training sessions. During the 2016-2017 financial year, the authority offered 4 Welsh medium corporate training courses. These included: Performance Management training, Corporate Induction, Health and Safety for Managers and Corporate Management.

However, none of these courses were delivered as no members of staff requested them. As such 0% of the staff attending a course attended a Welsh version.

## New Posts

Over the course of the 2016-2017 financial year NCC advertised 842 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)

Number of new posts
842

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%
<b>Total</b>	<b>842</b>	

If we were to remove staff working within schools from this dataset and focus solely on core council staff we can observe a slight 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)

Number of new posts
600

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%
<b>Total</b>	<b>600</b>	

## Complaints

No complaints were received via our Customer Service Management system regarding Welsh language service delivery standards, operational standards or policy making standards. However 2 complaints were received directly by the Welsh language officers, one of these related to policy making 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. An annual report on customer complaints data will be taken to Cabinet in September 2017. We recognise the need to develop further the recording of Welsh language complaints.

Over the past financial year NCC has dealt with 1 complaint from the Welsh Language Commissioner's office regarding non-compliance with standards. This complaint related to the lack of provision by the authority of Welsh medium swimming lessons which are delivered through a partnership with Newport Live, and as of 31<sup>st</sup> March 2017 was still on-going.

Date: 22<sup>nd</sup> May 2017  
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