



Newport City Council Welsh Language Annual Report 2018-2019

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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 were imposed on the authority by the Welsh Language Commissioner in [Newport City Council's Compliance Notice](#).

As well as outlining the authority's general compliance, 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 the council with the impetus to rise to the Welsh Government's challenge of delivering entirely bilingual public services. This annual report reflects the positive distance travelled by the authority in reaching this aim, while 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 the authority's newly established programme management portfolio boards which will deliver key council projects from now on.

NCC continues to invest in the Welsh language, with a Welsh language and equalities budget to support internal adoption of standards and facilitate partnership and community initiatives. However, over the past 12 months the authority has also made number of efficiency savings, including the move to a centralised translation service, which translates a huge volume of material for the authority.

As was the case in our previous annual report and referenced in our official challenges to the Commissioner's Compliance Notice, there remain a number of limitations relating to legacy IT systems that cannot currently comply with Welsh Language Standards. However, as these reach the end of their operational lifespan they will be replaced by systems which will have considered Welsh language requirements at the outset of the procurement process.

Last year the authority identified a number of priorities that it wanted to achieve in the 18/19 financial year, including a Welsh mystery shopper programme, improved and integrated impact assessment guidance, and the further development of the authority's 5 Year Welsh Language Strategy. This report shows that the authority has made progress against many of these goals. However, as has been the case in previous financial years, the authority will need to keep up momentum to ensure the uniform implementation of Welsh language standards.

We have identified a number of actions which will help us keep pace in the 2019/20 financial year:

- Work on developing and promoting the update Fairness and Equality Impact Assessment (FEIA) process
- Greater promotion of the council's Welsh language services
- Development and delivery of suitable Welsh language awareness training across the organisation
- Enhance partnership working across Welsh Language Forum members in line with the Welsh Language Strategy
- Develop the intranet to include Welsh language guidance around compliance with the Welsh Language Standards

Summary 1: Service Delivery Standards

A review of our compliance with Service Delivery Standards demonstrates the positive progress the authority has made in delivering bilingual services to members of the public. However, it remains clear that the authority's services are not consistently compliant. As this body of standards relates to frontline services, these standards will remain a priority for us.

During the course of 2018-19 the authority commissioned an independent mystery shopper exercise to evaluate the level of compliance across the council. The results are currently being considered and findings will be mainstreamed into our improvement strategy in the coming financial year.

Summary 2: Policy Making Standards

Improved instructions relating to Policy Making standards have been issued to staff through our guidance on Fairness and Equality Impact Assessments (FEIAs), which have been made available on our staff intranet. While this guidance has strengthened the prominence of the Welsh language alongside other equalities considerations, further work is still required to ensure that processes relating to policy making standards are uniformly followed. 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.

The development of guidance on awarding grants and contracting is still in process, and is the subject of an internal task and finish group, linked to the delivery of the authority's new Code of Practice on Ethical Employment in Supply Chains. Progress against this Code of Practice will be reported to the Strategic Equality Group and within the Equalities Annual Report from 2019/20 onwards.

Summary 3: Operational Standards

Our human resources team continue to work to ensure compliance across a number of the Operational Standards is maintained. Over the next 12 months the authority will look to make better use of its staffing data so that it can be more strategic and targeted within its workforce development planning and within the allocation of training resources.

Work continues on the development of the policy for using Welsh internally with particular reference to how it is promoted and facilitated within the council and raise awareness of employees rights to use Welsh at Work.

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 sets out how we will promote Welsh over the next five years. Currently, progress on the Strategy is reported to the Strategic Equalities Group whilst operational delivery is the responsibility of a number of working groups:

- 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

Summary 5: Record Keeping

The authority has identified via its internal monitoring process that it remains compliant in this area. Over the past 12 months the authority has introduced a new Customer Relationship Management (CRM) system which has improved the way the authority both records complaints relating to Welsh language and customer information in regard to language choice.

The authority has also developed service action plans to monitor the implementation of standards across the organisation. These service action plans are owned by the service area representatives within the Welsh Language Implementation Group.

Summary 6: 5 Year Welsh Language Strategy

As the authority enters the second year of its 5 Year Welsh Language Strategy, we have been able to make notable progress against some of the objectives set out in the Strategy's action plan.

A 'Benefits of Bilingualism' campaign continues to be rolled out which promotes Welsh medium education across Newport. The accompanying [booklet](#) has been developed by the authority in close partnership with Menter Iaith Casnewydd and has been received positively by stakeholders. The campaign has recently been bolstered by the development of videos encouraging parents to consider Welsh medium education for their children, contributing to the authority's target of increasing the number of pupils in Welsh-medium education.

In addition, the 2018/19 financial year saw the launch of Newport City Council's dedicated Black, Asian and Minority Ethnic (BAME) Welsh Language outreach project, which featured within the original action plan of the 5 Year Strategy, highlighted as an example of best practice by the Welsh Language Commissioner.

Summary 7: Moving Forward

At the start of the next financial year, we will be undertaking a comprehensive gap analysis to better understand our current Welsh language position, both in terms of compliance, and how meeting our standards is translating into improved public services and a shift in workplace culture. The gap analysis will also incorporate findings from our commissioned mystery shopper project and facilitate the identification of short, medium and long-term goals for the authority.

We will also be working to improve consistency across our various organisational and corporate plans and strategies, to ensure that Welsh language is an integral part of our corporate risk and performance processes, and properly considered in our decision-making. This is perhaps best demonstrated through the integration of the Welsh language agenda into the newly established portfolio management boards.

We will continue to develop links with our Welsh Language Forum and revisit our multi-agency promotional strategy for Welsh, with the aim of improving engagement with key Welsh language stakeholders. As we move towards the development of our new Welsh-medium primary school we will be ensuring that we engage with our communities and develop promotional strategies which will further increase local appetite for Welsh medium education.

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 March 2019 the authority employed 5842 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 31/03/19

Headcount 2016/17	Headcount 2017/18	Headcount 2018/19
6,147	5,949	5842

	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%
	No. of Employees by Score 2018/19				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	2702	1156	208	211	1565
Spoken	2507	1342	211	206	1576
Understanding	2523	1305	226	215	1573
Written	2750	1,106	198	195	1593
Percentage of headcount	44.9%	21.0%	3.6%	3.5%	27.0%

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.

Staff data demonstrates that over the next 12 months the authority will need to work to reduce the number of staff that have not recorded their Welsh language ability. The same data also suggests a need to increase the number of advanced and intermediate Welsh language speakers across our service areas.

Our data suggests that we have 417 members of staff with either advanced or intermediate spoken Welsh skills, however, when we break down 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 to our ability to ensure delivery of reliable Welsh language services to the public.

	No. of Adult and Community Services Employees by Score 2018/19				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	280	30	3	9	268
Spoken	270	39	5	8	268
Understanding	270	37	5	9	269
Written	285	23	2	9	271

	No. of Children and Young People Services Employees by Score 2018/19				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	206	43	8	11	119
Spoken	202	47	11	9	117
Understanding	200	49	8	11	120
Written	211	32	11	10	122

	No. of Education Employees by Score 2017/18				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	114	39	6	6	131
Spoken	106	50	4	6	130
Understanding	110	42	6	6	132
Written	123	32	5	5	131

	No. of Finance Employees by Score 2017/18				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	48	20	1	1	22
Spoken	49	19	1	1	22
Understanding	48	17	1	1	25
Written	50	18	1	1	22

	No. of Law and Regulation Employees by Score 2017/18				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	159	26	5	8	28
Spoken	157	28	5	8	28
Understanding	154	31	5	8	28
Written	162	23	6	7	28

	No. of People and Business Change Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	81	15	3	2		27
Spoken	73	23	3	2		27
Understanding	75	20	3	3		27
Written	81	14	3	2		28
	No. of Regeneration, Investment and Housing Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	308	116	12	15		85
Spoken	269	142	16	15		95
Understanding	278	139	15	15		94
Written	299	116	14	14		131

	No. of Schools Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	1269	851	166	155		773
Spoken	1146	977	163	152		776
Understanding	1156	953	182	157		766
Written	1293	841	154	143		783

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

	No. of Streetscene and City Services Employees by Score 2017/18					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	263	28	6	6		107
Spoken	262	29	5	7		107
Understanding	261	30	4	7		108
Written	267	27	4	6		106

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

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 course. 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 2018/19 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 2018/19 financial year.

It is recognised that the number of staff accessing Welsh language training is relatively low, and we plan to prioritise marketing of available courses and increasing opportunities for learners and speakers to participate in informal learning activities during 19/20.

Course Title (2018/19)	Number Enrolled
Welsh Language Awareness	6

Course Title (2018/19)	Number Enrolled
Improvers Course for Welsh Speakers	0
Welsh 2-day Introduction	8
Welsh at Work 90-minute Taster	16
Welsh Mynediad/Entry Level 30-week course (Year 1)	13
Welsh Mynediad/Entry Level 30-week course (Year 2)	6
Welsh Sylfaen/Foundation Level 30-week course (Year 1)	7
Improvers Course for Welsh Speakers	8

New Posts

Over the course of the 2018-19 financial year NCC advertised 175 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

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	
2018/19		
Welsh Competency Requirement	Number	Percentage of Total
Essential	5	2.9%
Desirable	18	10.3%
Not necessary	151	86.3%
To be learnt in post	1	0.1%
Total	175	

If we remove staff working within schools from this dataset and focus solely on core council staff (shown below) 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. Over the coming year we will be refocussing our efforts to actively attract Welsh speakers into critical roles across the authority.

Welsh Competency requirements on new posts (excluding schools)

No. of new posts 2016/17	No. of new posts 2017/18	No. of new posts 2018/19
600	347	128

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	

2018/19		
Welsh Competency Requirement	Number	Percentage of Total
Essential	1	0.1%
Desirable	13	10.2%
Not necessary	114	89.1%
To be learnt in post	0	0.0%
Total	128	

Complaints

In the 2018-19 financial year, Newport City Council received 0 complaints relating to non-compliance with standards recorded via our CRM system.

Over the past financial year NCC has dealt with one complaint from the Welsh Language Commissioner's office regarding non-compliance with standards.

This complaint related to the failure to comply with the following standard:

Standard 52: Not maintaining bilingual websites

While the authority recognises the need to improve how it records complaints which relate to compliance with standards, particularly within the CRM, we are confident that we have taken an approach to resolving complaints that has allowed for organisational learning and change. We continue to work positively with the Welsh Language Commissioner and look forward to this continuing into the forthcoming year.

Date: June 2019
 Author: Equalities Officer