

# Welsh Language Standards Implementation Plan

The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language Regulation Standards). The standards issued to Newport City Council are listed in the Council's Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011'.

This document has been created to comply with the following standards which Newport City Council is under a duty to comply with - 157, 163, 169 and 159, 165, 171. This document will state how we intend to comply with the service delivery standards, policy making standards and the operational standards issued to the Council by the Welsh language commissioner. It also states our arrangements for overseeing, promoting and facilitating these standards.

A copy of the Compliance Notice listing the standards issued to the council and which are referred to within this document is available [here](#)

We note below measures that have been put in place to ensure compliance with any new requirements resulting from the new Welsh language standards.

## Service Delivery Standards

### **OUR COMMITMENTS**

#### **CAPTURING LANGUAGE CHOICE**

We will record language choice at first point of contact and facilitate thereafter

#### **CORRESPONDENCE**

Where correspondence is received in Welsh, or where a preference for Welsh correspondence is stated, we will respond in Welsh

#### **TELEPHONE CALLS**

Calls will be answered with a bilingual greeting, and dealt with in Welsh, either by the individual taking the call or by forwarding to a Welsh speaker

#### **RECEPTION SERVICES**

Visitors at our reception sites will be greeted bilingually and will be able to access a Welsh language service

#### **MEETINGS**

When required, we will facilitate Welsh medium meetings

#### **DOCUMENT AND FORMS**

Documents and forms, required by the Standards and listed in the Compliance Notice will be available bilingually

#### **SIGNS AND NOTICES**

When putting up new signs, they will be bilingual, with the Welsh first

#### **WEBSITES & ONLINE SERVICES**

The Council's website, Modern.gov and any online applications developed by the Council will be available bilingually

#### **AWARDING GRANTS**

Grant applications will be welcomed in Welsh, will be assessed in Welsh and considered in relation to opportunities to promote and facilitate Welsh language

#### **AWARDING CONTRACTS**

Contracts will state that all third party providers delivering council services are subject to the same Welsh Language Standards

#### **COURSES OFFERED BY A BODY**

Learners will be asked their language preference when attending courses and accommodated where possible

#### **WELSH LANGUAGE TRAINING**

We will offer Welsh language training opportunities to all staff, and support learners and speakers to use their Welsh language skills

## OUR ACTIVITIES

- Welsh Language Intranet pages include relevant guidance and templates to assist staff with complying with Welsh Language Standards
- We have a number of processes in place to facilitate the recording of language choice across the Council
- All external Council emails and official council letterheads will include the following statement and Active Offer within the footer:
  - *Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg*
  - *The Council welcomes correspondence in English and Welsh.*
- The Council actively seeks to recruit Welsh speakers into front facing roles
- Staff guidelines on holding bilingual (external and internal) meetings have been published, including Phrase Sheet with hints, tips and phrases
- Bilingual agendas and minutes are uploaded via the Newport City Council Modern.Gov site
- Simultaneous translation services for all directorates and services areas are available and can be booked via the Translation Portal on our Intranet
- Written translation services are available via the Translation Portal on our Intranet
- The following wording is included on English language documents when applicable:
  - *This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg.*
  - *This form is available in Welsh / Mae'r ffurflen hon ar gael yn Gymraeg.*
- All staff receive Welsh Language Awareness Training which includes awareness of the Standards, what these mean for their role in service delivery, and the cultural history of Welsh
- Welsh language reception signs, email signatures and logos are available to staff on the Welsh intranet page as well as a copy of the full standards, annual monitoring reports, and link to online translation portal
- The Welsh Language Policy Officer is available to provide advice and guidance to all staff and elected members in the Council
- The Council's Welsh language commitments are included as part of the induction of all new starters
- Welsh Language Intranet pages include relevant guidance and templates to assist staff with complying with Welsh Language Standards
- We have a number of processes in place to facilitate the recording of language choice across the Council

## MONITORING

- Operational delivery of Welsh language services and monitoring of the Standards is reported to the Council's Welsh Language Implementation Group (WLIG) which is chaired by a senior officer and attended by appropriate representatives from all service areas
- Strategic oversight of Welsh language delivery is provided by an Elected Member with Welsh language as part of their portfolio, and an Elected Member Welsh Language Champion
- Departmental Welsh language performance is monitored through a combination of departmental health checks, action plans, mystery shopper exercises and record keeping
- The Council produce a Welsh Language Annual Report which is available to view online.
- We undertake an annual performance review meeting with the Welsh Language Commissioner's office to identify good practice and areas for improvement

## Policy Making Standards

### **OUR COMMITMENTS**

We will embed Welsh language considerations into our policy and decision making processes across the Council

### **OUR ACTIVITIES**

Our Fairness and Equality Impact Assessment process references Welsh Language Standards, provides guidance around appropriate consultation and mandates consideration of the impact on Welsh language

All completed Fairness and Equality Impact Assessments are made available on the council website

### **MONITORING**

The Council's Welsh Language Policy Officer is available to advise on key policies and decisions

All reports to Cabinet Members, Cabinet and Council require the consideration of a Fairness and Equality Impact Assessment

# Operational Standards

## OUR COMMITMENTS

### Internal Policy

We have published and we implement an internal policy for staff who wish to use Welsh in the workplace.

### HR Policies

Relevant HR policies have been translated and published on the intranet for staff to access.

### Complaints & Disciplinary

Both processes are available to staff through the medium of Welsh. The Council will facilitate this as necessary and ensure documentation is available bilingually, and meetings held in Welsh via simultaneous translation if necessary.

### Welsh spellchecking software

The council subscribe to Cysill and Cysgliad which are available to all members of staff via IT platforms.

### Welsh Language Training

Staff can access a variety of courses and are supported to attend Welsh classes, which are prioritised for front line staff and those dealing with the public.

### Welsh Language Awareness Training

Staff members attend face to face training which provides an overview of historical and cultural references, legislative requirements and the council's obligations under the Welsh Language Standards.

### Assessing linguistic requirements for each vacant post.

Managers and vacancy holders complete an Assessment Form for each role, stating the level of linguistic ability in Welsh required for the post.

### Signs displayed in a body's workplace

Guidance on internal signs & notices is on the intranet and staff should be aware of these requirements, templates will be made available on the intranet.

## OUR ACTIVITIES

HR have created a using Welsh internally document which has been published on the intranet

Staff Engagement will include a communications campaign to all staff advising them of their rights under the standards, and asking them to record their Welsh language skills and language choice.

Staff awareness will be raised through Welsh Language Awareness training.

The intranet will be enhanced and further developed to provide guidance / policies, documentation and templates to assist staff.

Welsh language, inclusive of Standards and requirements this places on the Council is covered on new starters Induction.

**MONITORING**

Corporate Performance structures embed Welsh language measures across service areas and are reported on annually.

Action Plans are discussed at the Welsh Language Implementation Group.

Some departments will have generic actions monitored via an internal audit or mystery shopper exercise.

Others will have a service area specific plan with directly attributed Standards

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