

Welsh Language Annual Monitoring
Report
2019-2020
Newport City Council



DRAFT

1. Legislative Context

This annual report has been prepared in accordance with Welsh Language Standards 158, 164 and 170 and will highlight how Newport City Council has complied with the Welsh Language Standards which 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 levels 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.

2. Introduction

The Welsh Language Standards continue to provide the council with a framework within which to work towards the Welsh Government's aspiration of delivering fully bilingual public services. This annual report reflects and updates on the positive work the authority is undertaking to implement change across the organisation as well as identifying areas where we still have work to do.

The council continues to invest in the Welsh language, both to support internal compliance with standards, and facilitate partnership and community initiatives. This year we also welcomed our new Welsh Language Promotion Officer, who will be working alongside Welsh language and wider communities in Newport, third sector organisations and our Education team to better promote Welsh medium education.

3. Summary of achievements

Last year, the council identified a number of priorities that we wanted to achieve in the 19/20 financial year, which are updated below:

1. Work on developing, updating and promoting our Fairness & Equality Impact Assessment (FEIA) process

Our FEIA documentation and guidance has been updated to fully reflect the compliance requirements of the Policy Making Welsh language standards, learning from feedback from within the Council, as well as good practice identified by the Welsh Language Commissioner. We also delivered Welsh language awareness training in the decision making process to our Cabinet Members to support the implementation of our new guidance and ensure that the impact on Welsh language is considered as part of our strategic decision making.

2. Greater promotion of the council's Welsh language services

The Council has taken a number of steps towards greater promotion of its Welsh language services, including:

- Recruitment of a Welsh Language Education Promotion Officer
- Working with our internal communications team to produce regular Welsh language staff news
- Promoting St David's Day and Shwmae Day to staff across the council
- Production of a bilingual St David's Day staff newsletter

3. Development and delivery of improved Welsh language awareness training across the organisation

- Our face to face Welsh language awareness training has been reviewed, updated and is now delivered to all new starters
- Welsh language awareness sessions are now delivered to all new Cabinet Members
- We have commissioned an external company to design a series of short videos to promote Welsh language and the history of Welsh language to both our staff and communities
- We are piloting the Say Something in Welsh App with a group of frontline staff to assess its effectiveness in developing workplace Welsh

4. Enhance partnership working across Welsh Language Forum members in line with the Welsh Language Strategy

- For first time this year, the council sponsored Gŵyl Newydd, Newport's Welsh language festival, and hosted a talk delivered by the Welsh Language Commissioner at the Civic Centre
- Representation continues on local forums including Mwy na Geiriau and the Fforwm Iaith
- Our new Promotion Officer has worked closely, and continues to develop links with, the local Menter Iaith to support initiatives around the promotion of the Welsh language

5. Develop the intranet to include Welsh language guidance around compliance with the Welsh Language Standards

- The council is undertaking a corporate review of the intranet, which includes ensuring that our Welsh language pages are fit for purpose, easy to use, and contain relevant and helpful advice

4. Monitoring

A. Welsh Competency requirements on new posts (all posts)

The Council's HR service undertake a Welsh Language Assessment for all new positions advertised via our normal recruitment process using our HR system, iTrent. Recruitment for pre-existing positions or those created as part of restructuring are not subject to a Welsh language assessment as they fall outside of this standard process.

No. of new posts 2016/17	No. of new posts 2017/18	No. of new posts 2018/19	No. of new posts 2019/20
842	577	175	72

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	
2019/20		
Welsh Competency Requirement	Number	Percentage of Total
Essential	4	5.56%
Desirable	6	8.33%
Not necessary	62	86.11%
To be learnt in post	0	
Total	72	

B. Complaints

During the 2019-2020 financial year, Newport City Council received a number of complaints regarding alleged non-compliance with Welsh Language Standards, a number of which the Welsh Language Commissioner decided to investigate following the Council's initial response.

The authority recognised the need to improve the way in which it recorded and monitored complaints around Welsh language to enable an approach that not only resolves issues, but also allows for organisational learning, change and improvement. This year we updated our Corporate Complaints Policy to include specific Welsh language processes, and embedded Welsh language into the Council's Customer Relationship Management (CRM) system, meaning that all Welsh language

complaints coming in to our Contact Centre are recorded accurately and shared with appropriate officers to action.

Complaints is a standing item on the Welsh Language Implementation Group agenda, with all complaints discussed and positive actions agreed and followed-up.

Welsh Language Commissioner ref.	Title / Complaint	Investigation	Result
CSG613	Council Tax Rebate Letter form	Yes	Plan issued by Welsh Language Commissioner
CSG657	Recycling hygiene sacks	Yes	Problem rectified
CSG699	Budget Consultation	Yes	Proceeding to investigation

C. 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 offered in Welsh, none were requested by members of staff, as such attendance was 0% for staff completing these courses through the medium of Welsh.

D. Welsh Language Training

Externally Delivered Courses

Course Title (2018/19)	2018/19	2019/20
Improvers Course for Welsh Speakers	0	0
Welsh 2-day Introduction	8	0
Welsh at Work 90-minute Taster	16	10
Welsh Mynediad/Entry Level 30-week course (Year 1)	13	8
Welsh Mynediad/Entry Level 30-week course (Year 2)	6	11
Welsh Sylfaen/Foundation Level 30-week course (Year 1)	7	5
Improvers Course for Welsh Speakers	8	8

Welsh Language Awareness Training

Following the appointment of a new Welsh Language Policy Officer, the Welsh Language Awareness training package has been updated and regular session delivered to new starters and existing

Council employees. In addition, a specific Welsh language in the decision-making process session has been delivered to Cabinet Members.

Course Title	2018/2019	2019/2020
Welsh Language Awareness	6	38

E. Welsh Language Skills of Employees (as of 31/03/20)

Headcount 2016/17	Headcount 2017/18	Headcount 2018/19	Headcount 2019/20
6,147	5,949	5842	5785

	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%	
	No. of Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	2694	1211	221	225	1434	
Spoken	2500	1392	230	218	1445	
Understanding	2513	1366	231	231	1444	
Written	2763	1147	207	206	1452	
Percentage of headcount	45.2%	22.1%	3.8%	3.8%	25%	

	No. of Adult and Community Services Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	252	31	6	11		201
Spoken	244	39	7	10		201
Understanding	244	37	6	12		202
Written	258	23	5	11		204
	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 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	217	54	7	11		109
Spoken	206	64	11	9		108
Understanding	203	67	7	12		109
Written	224	42	10	10		112
	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 People and Business Change Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	76	13	3	3		38
Spoken	71	18	3	3		38
Understanding	72	16	3	4		38
Written	76	12	4	2		39
	No. of People and Business Change Employees by Score 2018/19					
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 2019/20				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	289	124	14	12	109
Spoken	252	147	19	11	119
Understanding	258	145	14	12	119
Written	289	111	15	11	122
	No. of Regeneration, Investment and Housing Employees by Score 2018/19				
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 2019/20				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	1296	881	177	163	738
Spoken	1170	1008	178	160	739
Understanding	1182	987	189	165	732
Written	1335	862	159	151	748
	No. of Schools Employees by Score 2018/19				
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 2019/20				
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 Strategic Directors by Score 2018/19				
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 Law and Regulation Employees by Score 2019/20				
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record
Reading	151	27	5	9	28
Spoken	149	29	6	8	28
Understanding	146	31	5	9	29
Written	154	24	6	8	28

	No. of Law and Regulation Employees by Score 2018/19					
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 Education Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	105	37	5	7	128	
Spoken	98	46	3	7	128	
Understanding	101	41	5	7	128	
Written	113	31	4	6	128	
	No. of Education Employees by Score 2018/19					
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 Streetscene and City Services Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	275	32	5	10	102	
Spoken	274	32	5	11	102	
Understanding	272	35	3	11	103	
Written	280	30	3	8	101	
	No. of Streetscene and City Services Employees by Score 2018/19					
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	

	No. of Finance Employees by Score 2019/20					
Welsh Competency	None	Beginner	Intermediate	Advanced	No Record	
Reading	50	23	1	1	22	
Spoken	51	22	1	1	22	
Understanding	50	20	1	1	25	
Written	52	21	1	1	22	
	No. of Finance Employees by Score 2018/19					
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	

F. Overview of work against Standards

Service Delivery Standards

A review of our compliance with Service Delivery Standards undertaken via an externally commissioned Mystery Shopper exercise demonstrated the positive progress the authority is making, particularly through the positive attitude displayed towards the Welsh language by staff. However, consistency of service delivery across the organisation still proves challenging. As Service Delivery Standards relate to delivering frontline services to members of the public, these Standards will remain a priority for us, our Welsh Language Implementation Group, and corporate action plan.

Policy Making Standards

Following the updating of our Fairness and Equality Impact Assessment guidance and template, improved instructions relating to Policy Making standards have been published on our intranet site. A training session was also delivered to Cabinet Members on Welsh in the decision making process. Organisationally, Welsh Language sits within the Council's Policy, Partnership and Involvement Team, a placement which continues to foster positive links between the creation of corporate policy and promotion of Welsh Language.

Operational Standards

Our HR department continues to work to ensure compliance across a number of business areas with Operational Standards. A policy for using Welsh internally is available on the intranet and pays particular reference to how Welsh can be promoted and facilitated within the council, raises awareness of employees' rights to use Welsh at work, and the availability and type of Welsh language training available to staff. We recognise that at the moment we have a low uptake from staff of Welsh language training, and that we can do more to use the skills data that we have to inform our workforce planning, and these will form some of our priorities next year.

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 Welsh Language Implementation Group, Welsh in Education Forum and the Promotion of Welsh in Education Group, which are led by the council. The Council also continues to have a Welsh Language Elected Member Champion (Cllr Jason Hughes) who supports the promotion of Welsh language both across the city and council.

Record Keeping

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 about language choice. HR continue to monitor and keep records on the Welsh language skills of employees, attendance at relevant training courses and Welsh language assessment of vacant posts.

Performance Monitoring

The authority is in the process of reviewing the way in which it monitors the implementation of standards across the organisation. An Implementation Plan, Corporate Plan and Individual Service Plans for specific Welsh Language Standards owned by an identifiable service area are currently under development. Once complete, the delivery of these plans will be monitored by our Welsh

Language Implementation Group. Welsh language continues to be embedded within the council's performance and risk management framework which is reported on quarterly.

G. Looking Forward to 2020/21

Our priorities for next year include, but are not limited to:

- Developing creative partnership arrangements outside of the public and voluntary sector to better raise the profile of the Welsh language across Newport and local regions, for example, exploring opportunities to work with local sports teams
- Working with our neighbourhood hubs in each area of the city to promote better engagement with council services through the medium of Welsh
- Reviewing the current Welsh language lessons and classes we offer with a view to developing bespoke learning interventions, for example, delivering a course for staff who may have studied Welsh in school but now lack confidence to use it in the workplace
- Reviewing our internal governance structure around Welsh language to ensure it is effective and responsive
- Working with our refugee, migrant and BAME communities to better embed Welsh language as part of a shared sense of identity across the city, particularly in the context of the development of our fourth Welsh medium school
- Continuing our work to improve the representation of Welsh speakers across the council. This year we have also commissioned research to look at why young people are not choosing childcare and early years education as employment/further education options, and how we can work to better address these gaps
- Improving our recording and monitoring of Welsh language skills in the workplace, and better using this data to inform strategy

For further information about our Welsh language work, please contact nccequality@newport.gov.uk