

GROUP: CHIEF EXECUTIVE

AUDIT NAME: WELSH LANGUAGE STANDARDS – HUMAN RESOURCES

DATE DRAFT REPORT WAS ISSUED: 15/11/2017

DATE FINAL REPORT WAS ISSUED: XX/XX/XXXX

INTRODUCTION

Rhondda Cynon Taf CBC was issued a Compliance Notice under Section 44 Welsh Language (Wales) Measure 2011 on 30/09/2015. In order to assess the Council's current position we require each service area to be audited against the Welsh Language Standards.

SCOPE & OBJECTIVES

In accordance with the Chief Executive's directive, Internal Audits will be conducted with all Service Areas with the aim of reducing the risk for the authority. A review of compliance against the Welsh Language Standards is to be completed in order to facilitate this aim and to support services to overcome any barriers to compliance. It will also be used to identify areas of good practice to share with other service areas.

AUDIT OPINION

The Welsh Services department would like to thank you and your staff for your co-operation in facilitating the audit. Good progress has been made in embedding the Standards since their introduction in 2016. The department's investment in Welsh Language Training for a number of staff is to be commended.

The report highlights where good practice has been achieved (Met). Nevertheless, evidence suggests that further work needs to be progressed in order to achieve full compliance.

The recommendations are not exhaustive, as embedding the Standards is an evolving process. In some instances, Standards have been highlighted in yellow. These Standards have not been audited and have not affected your compliance levels. The reason for this is that they are not exclusive to HR and the nature of the Standard is so complex that a degree of compliance would be difficult to achieve in all service areas. In addition, compliance in some areas are dependent on the support of other service areas e.g. translation services.

COMPLETED BY

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For further advice on achieving compliance, please do not hesitate to contact the officer named above who will be happy to help.

The Welsh Language Standards are grouped into 10 separate sections. Each section is given a compliance level as described in more detail below. Subject to agreement the department's compliance levels will be forwarded to the Sub Cabinet Group with responsibility for the Welsh Language for further scrutiny.

Where Standards or sections have not been applicable to a service area they are not contained within this report.

Levels	Compliance Level 1	Compliance Level 2	Compliance Level 3	Compliance Level 4	Compliance Level 5
Definition	Compliance Level one means that 0-25% of the Standards applicable to that service area have been met.	Compliance Level two means that 26-50% of the Standards applicable to that service area have been met.	Compliance Level three means that 51-75% of the Standards applicable to that service area have been met.	Compliance Level four means that 76-99% of the Standards applicable to that service area have been met.	Compliance Level five means that service area is currently fully compliant with the Standards applicable to them.
Risk Factors	<ul style="list-style-type: none"> # Serious risk of complaint # Serious risk of complaint from the Welsh language Commissioner # Repeated non-compliance could result in £5,000 fine # Urgent action needed 	<ul style="list-style-type: none"> # Risk of complaint # Risk of complaint from the Welsh language Commissioner # Repeated non-compliance could result in £5,000 fine # Urgent action needed 	<ul style="list-style-type: none"> # Possible risk of complaint # Possible risk of complaint from the Welsh language Commissioner # Repeated non-compliance could result in £5,000 fine # Action needed 	<ul style="list-style-type: none"> # Minimal risk of complaint # Minimal risk of complaint from the Welsh language Commissioner # Report recommendations to be followed to reach Level 5 	<ul style="list-style-type: none"> # No immediate risk # Continued monitoring needed to maintain Standard # Good practice example

A. Service Delivery

Compliance Level 3 - 70%

No.	Standard	Met	Evidence	Not Met	Possible action for improvement to be considered to meet the Standard	Target Date for Implementation & Responsible Officer
1	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	Met	<u>Training Team</u> Most recent correspondence in Welsh received by Training Team on 4/03/2016 and a reply within 2 days demonstrates a little delay.		Ongoing record information in the evidence file.	RD Ongoing
2	When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must – (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh.	Met	<u>All</u> Current communication with external partners are based on established language preference. <u>Equalities Team</u> Disability Forum members' language preference has been established and correspondence with certain members is through the medium of Welsh.		<u>Training Team</u> Source a copy of Members' Language preference for any future correspondence. <u>All</u> Be mindful that new interactions with individuals beyond our organisation must be afforded this choice where RCTCBC are the initiating/leading partner. A record must be kept.	RD Ongoing
4	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	Met	<u>Equalities</u> Holocaust Memorial Day Event email to Members.			

5	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.		Occupational Health Letter sent to staff of partner organisations (who are external clients) is in English only.	Not Met	Occupational Health a) English to be translated. Welsh and English version to be sent when language preference has not been established. b) Language Preference question to be added to the initial referral = language of correspondence thereafter.	Waiting for letters to be translated. Bilingual to be sent out initially until the referral form is changed in the new system upgrade to request language preference. RD – 1 st Aug '18
6	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).		As above	Not Met	As above	As above

7	<p>You must state - (a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.</p>	Met	<p>All Disclaimer included in each external email and on the footer of official Council paper.</p>			
8	<p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.</p>	Met	<p>All Main telephone number is the Council contact centre which has capacity to deal with calls in Welsh.</p>			
9	<p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.</p>	Met	<p>All Main telephone number is the Council contact centre which has dedicated Welsh Language Service - this option is promoted at the start of the call cycle.</p>			

11	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as - (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific matter; and (b) no Welsh-speaking member of staff is available to provide a service on that specific subject matter.	Met	<u>All</u> 2 calls presented to HR via their advertised number - 01443 442100 - were dealt with entirely in Welsh and transferred to a Welsh-speaking HR Officer.			
12	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	Met	<u>All</u> Number is identical.			
13	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	Met	<u>All</u> Number is identical.			

14	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.		<u>Recruitment</u> Website <u>Occupational Health</u> Appointment & Referral Letters <u>Equalities</u> Carers and Disability Event Poster	Not Met	<u>All</u> Review where the main number is published and include - <i>Croesawn alwadau yn y Gymraeg.</i> <i>We welcome calls in Welsh.</i> <u>Welsh Services</u> Discuss with Design Unit.	RD Included and ongoing staff benefits letters changing by 31.5.18. AD Training letters by 31.5.18.
16	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	Met	<u>All</u> Published numbers direct customers to the contact centre where this Standard is adhered to.			
17	When there is no Welsh language service available on your main telephone number (or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	Met	<u>All</u> Published numbers direct customers to the contact centre where this Standard is adhered to.			
19	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as - (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a	Met	<u>Employment Services / Schools</u> 2 calls presented to HR on the day of the audit were dealt with entirely in Welsh.		<u>All</u> Remind all staff that they should seek out a Welsh-speaker if a Welsh Language call is received, offer a call back if there isn't anyone available, only then are they to offer for the conversation to continue in English.	Equalities team recent appointment is a Welsh speaker.

	service on a specific subject matter; and (b) no Welsh-speaking member of staff is available to provide a service on that specific subject matter.					
20	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.		All Partially Met. 6 calls presented on audit days used the following greeting "Bore Da / Good Morning, Occupational Health or Human Resources"	Not Met	All Full greeting needs to be bilingual. <i>Quick win - Bore Da / Good Morning <Officer Name></i> All Voicemails to be re-recorded to include an offer for people to leave messages in Welsh. Standard message - <i>Dwi ddim ar gael i ateb eich galwad ar hyn o bryd. Gadewch neges a wna'i gysylltu yn ôl. Croeso i chi adael neges yn y Gymraeg.</i> <i>Sorry I'm not available to take your call at the moment. Please leave a message and I'll get back to you.</i>	1.2.18 ML Greeting is now Adnoddau Dynol, Human Resources including 'Bore Da/Prynhawn Da' and 'X S'yn siared' with the corresponding English if they feel confident enough. RD Ongoing, voicemails completed in OH, no other voicemails.

21	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.		No evidence presented.	<u>This Standard has not been audited and as such does not affect your compliance level. This Standard is not exclusive to HR and the nature of it is so complex that a degree of compliance would be difficult in all service areas.</u>	
27	If you invite more than one person to a meeting (which does not relate to the well being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.	Met	<p><u>Equalities</u> Currently facilitate, although do not lead, a number of partnership meetings with external customers / organisations. Language preference is not captured as we are not the lead authority.</p> <p><u>Training Team</u> Attend, although do not lead on the SEWLAN network.</p> <p><u>All</u> Unlikely that HR Staff deal with arranging and lead on meetings with more than one persons in attendance.</p>	<p><u>All</u> When inviting external organisations/individuals to a meeting we should either capture language preference at the beginning of the relationship or include the following message in invites - <i>Croeso i chi ddefnyddio'r Gymraeg yn y cyfarfod dim ond i chi roi gwybod erbyn xx/xx/xx</i> <i>You are welcome to use Welsh at the meeting, just let us know by xx/xx/xx should you wish to do so.</i></p>	RD 5.18

35	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	Met	<u>Equalities</u> Carers and Disability Event Poster 2017 <u>EET</u> Jobs Fair poster 2017			
36	If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).		<u>Equalities</u> Partially Met Carers and Disability Event 2017 information will be bilingual. Services offered will not be. <u>EET</u> Jobs Fair information is bilingual. CV writing workshop currently is not.	Not Met	<u>All</u> When funding at least 50% of an event the services offered to the public must also be available in Welsh. Workforce planning to take into account the need for Welsh-speaking staff. Sub-contracting work to third party WL providers (Menter Iaith etc) could be another avenue to pursue. <u>EET</u> Upskill already fluent Welsh-speaking team members to provide workshops in Welsh should the need arise.	Any Local Authority based information will be bilingual and LA workshops will be offered in Welsh. There is no control over outside bodies material. Welsh speaker now employed from 2018. MW Now employ 4 welsh speakers and all workshops are now offered in Welsh. SW.

37	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	Met	<u>Equalities</u> Carers and Disability Event Poster 2017 <u>EET</u> Jobs Fair poster 2017			
38	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	Met	<u>Equalities</u> Carers and Disability Event Poster 2017 <u>EET</u> Jobs Fair poster 2017		<u>Equalities & EET</u> Signing-in sheets also need to be bilingual.	MW 31.5.18 (Equalities) EETS invitations to training are bilingual, there are no signing in sheets.SW
43	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	Met	<u>EET</u> Careers and the Working World booklet is bilingual.			
44	If you produce the following documents, and they are available to the public, you must produce them in Welsh - (a) policies, strategies, annual reports and corporate plans; (b) guidelines and codes of practice; (c) consultation papers.	Met	<u>Equalities</u> Annual Equality Report, published online.		<u>Equalities</u> New Strategic Equality Plan to be translated and published at the same time as the English. Continue publishing AER in Welsh.	
50	Any form that you produce for public use must be produced in Welsh.		Partially Met <u>Recruitment & Equalities</u> Application & Equalities monitoring form. <u>Occupational Therapy</u> Self-referral	Not Met	<u>Occupational Health</u> Self-referral information that is forwarded to employees needs to be bilingual and needs to capture language preference.	Counselling packs are available in Welsh. RD

			information		
50A	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	Met	Equalities Pride Surveys		All Continue with the good practice of creating bilingual forms and include the following in the footer of each English only form. <i>This document is also available in Welsh.</i> <i>Please contact xxx to request a copy.</i>
50B	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	Met	Equalities Pride Surveys demonstrate no differentiation between Welsh and English. Welsh always positioned first.		

52	<p>You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website. You must comply with Standard 52 in relation to the following by 31/03/2017 ϕ the body's corporate website You must comply with Standard 52 in relation to the following by 31/03/2018. ϕ all other websites</p>		<p><u>Recruitment</u> Website pages <u>EET</u> Care 2 work, job centre plus, step in the right direction website pages.</p>	Not Met	<p><u>Recruitment</u> 4 heading/link description changes necessary "~~CAND_PROFILE_OPTIONS~~" Should read - Dewisiadau Proffil "~~CANDIDATE_TERMS~~" should be deleted from the register a profile page. ~~FORGOT_PASSWORD_FORM_LINK~~ should read -Wedi anghofio eich cyfrinair? ~~REGISTER_NEW_ACCOUNT_LINK~~ should read - Creu cyfrif newydd <u>EET</u> Website pages are currently in English only. Send to translation team and upload as soon as you get them back.</p>	AD Complete
55	<p>If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding</p>	Met	<p><u>Recruitment & EET</u> Website clearly indicates language choice at the top of the page.</p>		Complete actions in Standard 52.	

	English page.					
56	You must provide the interface and menus on every page of your website in Welsh.	Met	<u>Recruitment & EET</u> Website menus and interface are available in Welsh and English.		Complete actions in Standard 52.	
64	Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service. You must comply with Standard 64 in relation to the following by 30 March 2016: ☐ the body's main reception service You must comply with Standard 64 in relation to the following by 31 March 2018: ☐ every other reception service	Met	<u>Occupational Health</u> Receptionist is Welsh and conducts interactions confidently in both languages.		All Proactively recruiting a Welsh-speaker has enabled this department to be fully compliant. This Standard is one of the most challenging for the local authority. Da iawn AD.	RD 1.18 ongoing
67	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.			Not Met	<u>Welsh Services</u> Forward sign to be displayed.	RD 11.5.18
68	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.			Not Met	<u>Welsh Services</u> Forward lanyard for Welsh Speaking staff.	RD completed 3.18

81	You must promote any Welsh language service that you provide, and advertise that service in Welsh.		EET Careers and the Working World Provision Outlines Booklet lists all courses available, at a cost, to schools and also available in Welsh.	Not Met	EET Any new print-run of the booklet should include active offers in the Welsh and English sides. "This Training is available in Welsh".	Delivery of programme has changed, booklet no longer required. All new marketing material produced will state "This Training is available in Welsh"
82	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.				<u>This Standard has not been audited and as such does not affect your compliance level. This Standard is not exclusive to HR and the nature of it is so complex that a degree of compliance would be difficult in all service areas. Further strategic work needs to be completed to achieve compliance</u>	

B. Policy Making**Compliance Level 5 – 100%**

No.	Standard	Met	Evidence	Not Met	Possible action for improvement to be considered to meet the Standard	Target Date for Implementation & Responsible Officer
88	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	Met	All Policy Review Group established to update policies. Consultation with Welsh Services where applicable.		All Continue to work with Welsh Services to update policies to reflect the Standards. Equalities Include the need to update organisations Equality Impact Assessment in the soon to be published Strategic Equalities Plan in order to include scrutiny of the EqlAs.	30.12.18 MW

89	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	Met	All Policy Review Group established to update policies. Consultation with Welsh Services where applicable.	All Continue to work with Welsh Services to update policies to reflect the Standards. Equalities Include the need to update organisations Equality Impact Assessment in the soon to be published Strategic Equalities Plan in order to include scrutiny of the EqlAs.	30.12.18 MW
90	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	Met	All Policy Review Group established to update policies. Consultation with Welsh Services where applicable.	All Continue to work with Welsh Services to update policies to reflect the Standards. Equalities Include the need to update organisations Equality Impact Assessment in the soon to be published Strategic Equalities Plan in order to include scrutiny of the EqlAs.	30.12.18 MW
91	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		Department have yet to publish a consultation document since the introduction of the Standards.	Equalities Strategic Equalities Plan Consultation to take this into account. EqlA to be more robust by having more scrutiny.	30.12.18 MW

92	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		Department have yet to publish a consultation document since the introduction of the Standards.	<p><u>Equalities</u> Strategic Equalities Plan Consultation to take this into account. EqIA to be more robust by having more scrutiny.</p>	30.12.18 MW
93	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		Department have yet to publish a consultation document since the introduction of the Standards.	<p><u>Equalities</u> Strategic Equalities Plan Consultation to take this into account. EqIA to be more robust by having more scrutiny.</p>	30.12.18 MW
95	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		Department do not commission or undertake research.		

96	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		Department do not commission or undertake research.			
97	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		Department do not commission or undertake research.			

C. Operational**Compliance Level 2 - 49%**

No.	Standard	Met	Evidence	Not Met	Possible action for improvement to be considered to meet the Standard	Target Date for Implementation & Responsible Officer
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99	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.		<p><u>Recruitment</u> Information is available on request but no consistent approach to offering at the moment.</p>	Not met	<p><u>Recruitment</u> a) Additional line to be added to 1st Interview invite template <i>"Should you be successful and offered the role, please let us know if you'd like your contract of employment in Welsh or English."</i> b) Initial contact email from HR to be bilingual to ask for language preference. Template email already forwarded. c) HR Schools Officers to make sure that pre-appointment letter is bilingual in order to capture the language preference of the candidate before sending contract out.</p>	<p>AD Paper App – CT 1.3.18 Complete</p> <p>AD Paper App – 1.3.18 Complete</p> <p>NP 1.3.18 Language Preference is noted on Application form.</p>
100	You must - (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.		<p><u>Recruitment</u> Information is available on request but no consistent approach to offering at the moment.</p>	Not Met	<p><u>Recruitment</u> When the action above is completed, HR Officers will know to send supporting information (pre appointment letter in Welsh too)</p>	<p>1.3.18 Preference noted at start of appointment</p>

101	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.		Partially Met <u>People Development Team</u> Current roll out of Performance Documentation for GR14s and above is bilingual.	Not met	<u>People development Team</u> Continue working with Welsh Language Services Team on this project. All documentation to be posted on RCT Source so managers can also access bilingual versions for Welsh-speaking staff.	DH 10 th June 2018
102	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.		Partially Met <u>People Development Team</u> Current roll out of Performance Documentation for GR14s and above is bilingual.	Not Met	<u>People development Team</u> Continue working with Welsh Language Services Team on this project. All documentation to be posted on RCT Source so that managers can also access bilingual versions for Welsh-speaking staff.	DH 10 th June 2018
103	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.		Partially Met <u>People Development Team</u> Current roll out of Performance Documentation for GR14s and above is bilingual.	Not Met	<u>People development Team</u> Continue working with Welsh Language Services Team on this project. All documentation to be posted on RCT Source so that managers can also access bilingual versions for Welsh-speaking staff.	DH 10 th June 2018

104	You must ask each employee whether he or she wishes to receive any forms that record and authorise - (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	Met	All SA3 form available bilingually. Annual leave card available bilingually. Flexi record available bilingually.		All Signing in sheets need to be bilingual. Documents should be available on RCT Source so all managers can access.	RD OH and PDT flexi and training cards bilingual. Email sent to staff re preference 5.5.18.
105	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.		All Document List provided by HR Officer of current progress being made to have policies updated/translated.	Not Met	Policy Review Group Continue with project of monitoring of translating and updating RCT Source with Welsh and English policies. RCT Source to be developed to have bilingual functionality.	AB/ML 1.4.18
106	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.		All Document List provided by HR Officer of current progress being made to have policies updated/translated.	Not Met	Policy Review Group Continue with project of monitoring of translating and updating RCT Source with Welsh and English policies. RCT Source to be developed to have bilingual functionality.	AB/ML 1.4.18
107	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.		All Document List provided by HR Officer of current progress being made to have policies updated/translated.	Not Met	Policy Review Group Continue with project of monitoring of translating and updating RCT Source with Welsh and English policies. RCT Source to be developed to have bilingual functionality.	AB/ML 1.4.18

108	If you publish a policy relating to performance management, you must publish it in Welsh.		All Document List provided by HR Officer of current progress being made to have policies updated/translated.	Not Met	Policy Review Group Continue with project of monitoring of translating and updating RCT Source with Welsh and English policies. RCT Source to be developed to have bilingual functionality.	AB/ML 1.4.18
109	If you publish a policy about absence from work, you must publish it in Welsh.		All Document List provided by HR Officer of current progress being made to have policies updated/translated.	Not Met	Policy Review Group Continue with project of monitoring of translating and updating RCT Source with Welsh and English policies. RCT Source to be developed to have bilingual functionality.	AB/ML 1.4.18
110	If you publish a policy relating to working conditions, you must publish it in Welsh.		Health & Safety Document List provided by H&S Officer of current progress being made to have policies updated/translated.	Not Met	Policy Review Group Continue with project of monitoring of translating and updating RCT Source with Welsh and English policies. RCT Source to be developed to have bilingual functionality.	AB/ML 1.4.18
111	If you publish a policy regarding work patterns, you must publish it in Welsh.		All Document List provided by HR Officer of current progress being made to have policies updated/translated.	Not Met	Policy Review Group Continue with project of monitoring of translating and updating RCT Source with Welsh and English policies. RCT Source to be developed to have bilingual functionality.	AB/ML 1.4.18

112	You must allow each member of staff - (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	Met	All/Schools Organisation permits this and has dealt with Schools based staff through Welsh.			
112A	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.		Partially Met All Grievance Policy updated to reflect this Standard.	Not Met	All Agree update, forward for translation and publish in both languages on RCT Source.	AB/ML 1.4.18
114	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).		All Template letters produced in English only.	Not Met	All a) All template letters (Dignity at Work, Formal investigation, second stage interview) need to be sent out bilingually where no language preference has been established. They also need to be amended to reflect the need to offer translation services in a meeting <i>as well as</i> welcoming correspondence in Welsh. b) Long term project to capture language preference of all staff will eliminate need to provide bilingual letters suggested. Audit agree this ambitious project would make compliance easier.	CT 1.3.18 ML 1.9.18

115	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff - (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	Met	All As highlighted by HR Advisors when a complaint/investigation reaches this stage and Welsh has been requested the reply is such that it is so personal that no pre-populated template is appropriate. All documents are sent to Welsh Translation.		Comply with Actions in Standard 114.	
116	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	Met	All Organisation permits this and has dealt with Schools based staff through Welsh. Grievance Policy updated to reflect this Standard.		Policy Review Group Publish updated Grievance Policy	
116A	You must - (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.		Partially Met All Disciplinary Procedure updated to reflect this Standard.	Not Met	All Agree update, forward for translation and publish in both languages on RCT Source.	AB/ML 1.4.18

118	<p>If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).</p>		<p>Partially Met All Disciplinary Procedure updated to reflect this Standard.</p>	<p>Not met</p>	<p>All a) Agree update, forward for translation and publish in both languages on RCT Source. b) All template letters (Dignity at Work, Formal investigation, second stage interview) need to be sent out bilingually where no language preference has been established. They also need to be amended to reflect the need to offer translation services in a meeting as well as welcoming correspondence in Welsh.</p>	<p>AB/ML 1.4.18</p>
119	<p>When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff - (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.</p>	<p>Met</p>	<p>All As highlighted by HR Advisors when a complaint/investigation reaches this stage and Welsh has been requested the reply is such that it is so personal that no pre-populated template is appropriate. All documents are sent to Welsh Translation.</p>		<p>Comply with Actions in Standard 114.</p>	

127	You must assess the Welsh languages skills of your employees.	<p>All HR Officers completed surveys in early 2017. All new starters complete a mandatory online questionnaire on the recruitment website or paper copy if manual and HR Officers update Vision record with Welsh Language Skill. Testing of this system has resulted in a delay of 3-6 months before records are updated.</p>	Not Met	<p>All Input Welsh Language Skill after generating a new Vision account.</p>	J Dixon 1.3.18
128	You must provide training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	<p>Training Team Some presentations are available bilingually. Registration forms not available bilingually.</p>	Not Met	<p>All a) Include policy statement and offer for the training to be in Welsh on courses highlighted in this Standard. b) Course content to be translated in readiness. c) Where vacancies arise in Training Teams, Welsh Language Skill level 5 to be considered for the JD in order to build capacity. ch) Registration forms/publicity for courses highlighted in this Standard need to be available in Welsh (Bilingual)</p>	Policy statement included in all courses and course handouts in standard topics translated but still need to send other training docs. 31 st June 18. RD Registration forms 31.5.18.

129	You must provide training (in Welsh) on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	Met	All Cymraeg Gwaith intensive course available for staff to better their Welsh Language Skills.		Contact Welsh Language Tutor for more information.	
130	You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	Met	All Welsh Language Tutor currently providing lessons to the service area.			
131	You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.	Met	All Welsh Language Tutor currently providing 30 week programme to staff.			
133	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.		People Development Team Corporate Induction Checklist	Not Met	People Development Team Corporate induction check list to be updated to include a section on 'Information on Welsh Language Standards' and available bilingually on RCT Source	RD Induction process under review and Welsh added. Checklist updated.
134	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	Met	All Logos provided as part of Audit.		All Forward email provided during audit requesting staff add to their email signatures.	

135	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	Met	All Wording is provided by the Translation Team. Email signatures inspected during audit highlighted some minor inaccuracies.		All Request all staff check for compliance. Forward email provided during audit.	
136	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	Met	Recruitment All Council posts prior to audit record Welsh Language as desirable. Update to Recruitment and Selection Policy will now assess which Welsh Language Level is necessary to complete the duties of the post in the context of the departments linguistic levels.		Policy Review Group Agree amendments to Recruitment and Selection policy and publish. E-recruitment website for managers to be updated to reflect Recruitment and Selection policy.	
136A	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh.	Met	Recruitment JDs indicate language level and are published in Welsh at the same time.			

137	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.			Not Met	<p><u>Recruitment</u> Update website and all 'manual' application forms to include - <i>Cewch gyflwyno ffurflen gais yn Gymraeg ac ni chaiff ei thrin yn llai ffafriol na ffurflen a gaiff ei chyflwyno yn Saesneg</i></p> <p><i>An application form may be submitted in Welsh, and will not be treated any less favourable than a form submitted in English.</i></p>	J Davey 1.3.18
137A	If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.	Met	<p><u>Recruitment</u> All supporting information available on the recruitment website is available bilingually.</p>			
137B	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).	Met	<p><u>Recruitment</u> No delay observed during audit. Online application process allows for information regarding decisions to be emailed in English and Welsh simultaneously.</p>			

139	You must ensure that your application forms for posts - (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).	Met	<u>Recruitment</u> Invite to interview email asks in both English and Welsh if they'd like their interview to be undertaken in Welsh and that we will provide a translation service for that purpose.			
140	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	Met	<u>Recruitment</u> No delay observed during audit. Online application process allows for information regarding decisions to be emailed in English and Welsh simultaneously.			
141	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	Met	<u>All</u> Signs were compliant. Some signs were posted prior to the compliance notice.		<u>All</u> Remove out of date posters.	

142	When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	Met	<u>All</u> Signs were compliant. Some signs were posted prior to the compliance notice and as such the English is positioned before the Welsh.		<u>All</u> Remove out of date posters.	
143	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	Met	<u>All</u> Meaning was accurate on corporate signs.			

D. Record Keeping

Compliance Level 4 - 86%

No.	Standard	Met	Evidence	Not Met	Possible action for improvement to be considered to meet the Standard	Target Date for Implementation & Responsible Officer
147	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with Standards.	Met	<u>All</u> Process demonstrates that HR always contact Welsh Language Services with regards to complaints concerning the language so that one central database can be updated.			
148	You must keep a copy of any written complaint that you receive that relates to your compliance with the Standards with which you are under a duty to comply.	Met	<u>All</u> Process demonstrates that HR always contact Welsh Language Services with regards to complaints concerning the language so that one central database can be updated.			
149	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the Standards with which you are under a duty to comply).	Met	<u>All</u> Process demonstrates that HR always contact Welsh Language Services with regards to complaints concerning the language so that one central database can be updated.			

151	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with Standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	Met	Vision records hold this information to allow for reporting.			
152	You must keep a record, for each financial year of - (a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with Standard 128), and (b) if a Welsh version of a course was offered by you in accordance with Standard 128, the percentage of the total number of staff attending the course who attended that version.		Partially Met <u>People Development Team</u> Training Team hold copies of registration forms and made available for reporting each year.	Not Met	<u>People Development Team</u> Send registration forms to translation. Include policy statement and question on the bottom of each relevant registration form in order to capture and report on this data accurately.	Policy statement included. Forms need translating by end of June 18.
153	You must keep a copy of every assessment that you carry out (in accordance with Standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	Met	<u>Recruitment</u> All posts, during audit period, were Welsh as desirable. Going forward all posts will be Welsh Language Level 1 essential and an assessment completed for why a higher level isn't required.		<u>Recruitment</u> E-recruitment website to be updated in line with amendments to Recruitment and Selection Policy enabling the Council to capture assessments and report on these where necessary.	

154	You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with Standard 136) as posts where - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	Met	<u>Recruitment</u> All posts, during audit period, were Welsh as desirable. This means a single count of advertised posts is necessary in order to report on this. Going forward all posts will be Welsh Language Level 1 essential and a single count will be necessary to report on this.			
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F. Supplementary - Operational**Compliance Level 5 - 100%**

No.	Standard	Met	Evidence	Not Met	Possible action for improvement to be considered to meet the Standard	Target Date for Implementation & Responsible Officer
170	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational Standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the Standards referred to) - (a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with Standard 151); (b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with Standard 152); (c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with Standard 152);</p>	Met	HR Compliance with Record Keeping Standards allow reporting on the necessary information to produce this report. Welsh Services Unit request this information on an annual basis.			

	<p>(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where - (i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with Standard 154); (d) the number of complaints that you received during that year which related to your compliance with the operational Standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available - (a) on your website, and (b) in each of your offices that are open to the public.</p>					
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