

GROUP: CHILDREN & COMMUNITY SERVICES

AUDIT NAME: WELSH LANGUAGE STANDARDS – LIBRARY SERVICES

DATE DRAFT REPORT WAS ISSUED: 21/03/2018

DATE FINAL REPORT WAS ISSUED: 05/04/2018

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 in order to reduce 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 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.

Special mention should be awarded to Hirwaun Library for its promotion of Welsh Language Classes, Coffee Mornings and a Book Club and Mountain Ash for identifying Welsh Learner appropriate stock. Replication, where appropriate, should be sought across the entire service and strong promotion of these services to our communities.

It would be remiss of this overall opinion section not to mention a less than satisfactory service afforded during telephone 'mystery shops'. Whilst this report identifies the need for refresher training for all frontline staff, it is not deemed appropriate that customers presenting their query in Welsh have to request again for a Welsh language service (which should have been offered). Furthermore, it was disappointing to have to listen to staff members discuss in a negative tone (as a result of not putting the customer on hold) "Ahh someone wants to speak Welsh, I think it's that Welsh language guy". This attitude neither promotes the use of the Welsh language nor complies with the spirit of the legislation with regards to providing an equitable service in Welsh. Additionally, it does not align with expected basic standards of the Local Authority. This exact response was not replicated across the service, however the inconsistent approach to Welsh language queries was evident. Much work is needed in this area, which targeted training should address and thus be viewed as a priority for all staff.

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 Library Services and the nature of the standard is so complex that compliance would be difficult to achieve at this juncture.

COMPLETED BY

Thomas Tudor Jones
Welsh Language Compliance Officer

Thomas.t.jones@rctcbc.gov.uk

01443 570003

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	# 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	# Risk of complaint # Risk of complaint from the Welsh language Commissioner # Repeated non-compliance could result in £5,000 fine # Urgent action needed	# Possible risk of complaint # Possible risk of complaint from the Welsh language Commissioner # Repeated non-compliance could result in £5,000 fine # Action needed	# Minimal risk of complaint # Minimal risk of complaint from the Welsh language Commissioner # Report recommendations to be followed to reach Level 5	# No immediate risk # Continued monitoring needed to maintain standard # Good practice example

A. Service Delivery

Compliance Level 3 – 53%

No.	Standard	Met	Evidence	Not Met	Possible action for improvement to be considered to meet the standard	Target Date for Implementation & Responsible Officer
	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.		Partially Met Email correspondence sent to all sites. All but one response was in Welsh.	Not Met	All staff to be reminded to send correspondence to translation-cyfieithu@rctcbc.gov.uk where no Welsh language speaker available to answer and that all replies need to be in the language preference of the customer/client.	Nick Kelland (April 14 th , 2018)
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	Current communication with external partners is based on established language preference.		<ul style="list-style-type: none"> i) Any new contact should be made bilingually in order for customers to express language choice. ii) Use corporate headed paper so that an active offer to reply in Welsh is made. iii) Update membership form to include question around Language preference and record in the Library Management System from now on. 	

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.		<ul style="list-style-type: none"> - Template email for book collections is in English only. - Email for items overdue has a Welsh version. 	Not Met	Develop standard templates for use across all libraries. They have to be sent out bilingually in all instances (regardless of recorded language preference).	Nick Kelland (April 14 th , 2018)
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.		<ul style="list-style-type: none"> - Email for book collections is in English only. No record of language choice. - Stamp used to issue Library books. 	Not Met	<ul style="list-style-type: none"> - As above - Purchase new stamp so that dates only show xx/xx/xx or a new stamp with bilingual months xx/Tach-Nov/xx 	Richard Reed (Cost of replacing stamps in one batch is prohibitive and so these will be replaced as and when the current stamps become obsolete.)
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).		Email for book collections is in English only.	Not Met	As above	Nick Kelland (April 14 th , 2018)
7	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.	Met	All email signatures and disclaimers viewed during audit include this information.		Make sure to use corporate headed paper for letters with individuals so that this offer is default given via the footer.	

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>		<p>Calls presented to each service location were not always fully greeted in Welsh.</p>	Not Met	<p>i) All calls to be greeted with a full Welsh greeting first (equivalent of that to be said in English). ii) Make all staff aware and organise refresher training with our Welsh Language Tutor.</p>	<p>i) Send refresher email advising staff that Welsh greetings are mandatory.</p> <p>Nick Kelland (April 14th , 2018)</p> <p>ii) Arrange refresher training with Welsh Language Tutor</p> <p>Richard Reed Nushin Chavoshi-Nejad (June , 2018)</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>		<p><i>RCT Council definition of this standard is that greeting in Welsh promotes a Welsh Service. This Standard is reliant on Standard 11.</i> Calls presented to each service location were not always fully greeted in Welsh.</p>	Not Met	<p>i) All calls to be greeted with a full Welsh greeting first (equivalent of that to be said in English). ii) Make all staff aware and organise refresher training with our Welsh Language Tutor.</p>	<p>i) Email reminder to staff.</p> <p>Nick Kelland (April 14th , 2018)</p> <p>ii) Arrange refresher training with Welsh Language Tutor</p> <p>Richard Reed Nushin Chavoshi-Nejad (June , 2018)</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.		Call transfer or call-back options sometimes given but no consistent approach.	Not Met	<p>i) All staff to be reminded that Welsh language calls should be</p> <ul style="list-style-type: none"> - dealt with in Welsh - transfer to a Welsh speaking member of staff - call back option offered - only then continue in English. <p>Refresher training</p> <p>ii) Organise refresher training for all staff to know how to deal with basic queries.</p>	<p>10 Email reminder to staff. Work on guidelines for staff. Nick Kelland Richard Reed (May 20th , 2018)</p> <p>ii) Arrange refresher training with Welsh Language Tutor</p> <p>Richard Reed Nushin Chavoshi-Nejad (June 2018)</p>
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	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	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.		No evidence of compliance.	Not Met	Any publication of your telephone number to include the below <i>"Croesawn alwadau yn y Gymraeg We Welcome calls in Welsh"</i> .	Carry out an audit of current posters and leaflets and amend where necessary. All future publications to carry Welsh language statement.

						Nick Kelland Richard Reed (June 1 st , 2018)
16	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	Met	No voicemails in operation.		SLT mobile numbers to be updated to provide Welsh Language voicemail.	
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.		Call transfer or call-back options sometimes given but no consistent approach.	Not Met	All staff to be reminded that Welsh language calls should be - dealt with in Welsh - transfer to a Welsh speaking member of staff - call back option offered - only then continue in English.	Email reminder to staff. Work on guidelines for staff. Nick Kelland Richard Reed (May 20 th , 2018)

19	<p>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 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.</p>		<p>Calls presented to service dealt with in Welsh on 3 occasions. Apology given twice only and in all other instances no call back offered. One interaction was very disappointing -</p> <p>Staff <i>"I don't speak Welsh."</i> Customer <i>"Ok is there someone there that does"</i> Staff <i>"I'll have to check."</i> Customer not put on hold and had to listen to a negative reaction to the request Staff (overheard as not put on hold, negative tone) <i>"Ahh someone wants to speak Welsh. I think it's that Welsh Language guy".</i></p>	Not Met	<p>i) Welsh Language refresher training to be organised for all frontline staff to cover the basics on dealing with Welsh queries.</p> <p>ii) All staff to be reminded that Welsh language calls should be</p> <ul style="list-style-type: none"> - dealt with in Welsh - transfer to a Welsh speaking member of staff - call back option offered - only then continue in English. 	<p>i) Arrange refresher training with Welsh Language Tutor</p> <p>Richard Reed Nushin Chavoshi-Nejad (June 2018)</p> <p>ii) Email reminder to staff. Nick Kelland (April 14th)</p>
20	<p>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.</p>		<p>Calls presented to each service location were not always fully greeted in Welsh.</p>	Not Met	<p>i) All calls to be greeted with a full Welsh greeting first (equivalent of that to be said in English).</p> <p>ii) Make all staff aware and organise refresher training with our Welsh Language Tutor.</p>	<p>i) Nick Kelland (April 14th) ii) Richard Reed (June 2018)</p>

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 Libraries and the nature of it is so complex that a degree of compliance would be difficult in all service areas.</u>	
24	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	Met	No evidence provided as meeting of this sort unlikely for this service area.	Each invite should include an active offer. Suggested text below. <i>"Croeso i chi ddefnyddio'r Gymraeg yn y cyfarfod dim ond i chi roi gwybod i ni erbyn xx/xx/xx. You are welcome to use Welsh at the meeting, just let us know by xx/xx/xx should you wish to do so."</i>	
24A	If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	Met	Service aware of process	As with all other requests - contact translation-cyfieithu@rctcbc.gov.uk	

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	No evidence provided as meeting of this sort unlikely for this service area.	All invitations to meetings to external parties (the public, external organisations) to include an active offer. Suggested text below. <i>“Croeso i chi ddefnyddio'r Gymraeg yn y cyfarfod dim ond i chi roi gwybod i ni erbyn xx/xx/xx. You are welcome to use Welsh at the meeting, just let us know by xx/xx/xx should you wish to do so.”</i>	
27A	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	Met	No evidence of this being applicable	As above	
27D	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	Met	Officers aware of process for arranging this service.	Contact translation-cyfieithu@rctcbc.gov.uk with all requests.	

30	<p>If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.</p>		<p>Consultation Events re: Community Hubs does not promote this standard</p>	<p>Not Met</p>	<p>i) All advertising material encouraging the public to join a public meeting should include an active offer. Suggested text below.</p> <p><i>“Croeso i chi ddefnyddio'r Gymraeg yn y cyfarfod dim ond i chi roi gwybod i ni erbyn xx/xx/xx. 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> <p>ii) Welsh Language Services to highlight with Consultation Team.</p>	<p>i) All future advertising materials to include recommended text. Nick Kelland Richard Reed (Ongoing) ii) Welsh Language Compliance Officer (April 2018)</p>
31	<p>When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.</p>	<p>Met</p>	<p>Consultation poster</p>			
32	<p>If you invite persons to speak at a meeting that you arrange which is open to the public you must - (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).</p>	<p>Met</p>	<p>Public meetings only held on consultation matters which are facilitated by Council officers.</p>			

33	<p>If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh - (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available. You must comply with standard 33 in every circumstance, except: where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting.</p>		<p>Consultation Events re: Community Hubs does not promote this standard</p>	Not Met	<p>All advertising material encouraging the public to join a public meeting should include an active offer, suggested text below. Where no response has been had our exemption allows for us not to present simultaneous translation at the meeting.</p> <p><i>“Croeso i chi ddefnyddio'r Gymraeg yn y cyfarfod dim ond i chi roi gwybod i ni erbyn xx/xx/xx. 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>	<p>All future advertising materials to include suggested text. Nick Kelland Richard Reed (Ongoing) Welsh Language Compliance Officer (April 2018)</p>
34	<p>If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.</p>		<p><u>Partially Met</u> Consultation re: Community Hubs does not fully comply with this standard as some information on design poster only available in English.</p>	Not Met	<p>i) All information to be fully bilingual, do not erect unless it is, bar external providers.</p> <p>ii) Welsh Language Services to highlight with Consultation Team.</p>	<p>i) Monitor written material for public meetings and do not display if only available in English Nick Kelland Richard Reed (Ongoing) ii) Welsh Language Compliance Officer (April 2018)</p>

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	<ul style="list-style-type: none"> - Stories & Craft Posters - World Book Day Poster - A Talk by Kate Crockett Poster - A Talk by Catrin Collier Poster 		All posters compliant.	
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).	Met	<ul style="list-style-type: none"> - Kate Crockett event, simultaneous translation service offered. - Welsh only Stories & Craft sessions - Welsh only World Book Day events. 		We must ensure that 'Services' offered to the public during an event do not treat the Welsh Language less favourably. Welsh speaking members of staff should be used for public events to greet and provide a full Welsh service to the public attending even if the core event is in English.	
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	Posters in all libraries compliant expect those highlighted in Standard 61.		Continue to only erect bilingual (preferred), or Welsh and English posters.	
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.		Leaflets in libraries.	Not Met	If back to back design, we must make sure that both versions are on display.	Send email notifying staff Nick Kelland (April 14, 2018)

42	Any licence or certificate you produce must be produced in Welsh.	Met	Summer Reading Challenge Certificates published in Welsh and English (back-to-back).		Ensure that both sides are completed on every occasion.	
43	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	Met	All Library locations had Welsh and English versions of their brochures, leaflets and pamphlets.		Make sure that both versions are on display.	
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.		Policies (email from Richard Reed 06/03/2018)	Not Met	Translate all policies available to the public, ensuring that bilingual forms are available if policy demands.	Schedule for translation agreed with Translation Unit all policies to be translated by September 15 th . Richard Reed
45	Any rules that you publish that apply to the public must be published in Welsh.		Partially Met - Membership Form - Abusive Behaviour Poster - Policies (email from Richard Reed 06/03/2018), - Fire Evacuation Procedures	Not Met	i) Translate all policies available to the public, making sure to produce bilingual forms where they are required of the policy. ii) Provide each site with bilingual Fire Evacuation Procedures poster to allow for standard approach across service area. iii) Bylaws to be reviewed on a Wales wide level, Welsh translation should be provided by Welsh Government.	i) Schedule for translation agreed with Translation Unit all policies to be translated by September 15 th . Richard Reed ii) Replace all existing Fire Evacuation Procedure posters Richard Reed (June12, 2018) iii) Richard Reed Nick Kelland (November 2018)

48	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	Met	Membership form			
49	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.		Library Strategy 2015 to 2018	Not Met	All separated documents should note the following <i>“Mae'r dogfen yma ar gael yn y Gymraeg. Cysylltwch â xx i gweld copi. // Gweler copi Cymraeg yma xx. This document is also available in Welsh. Please contact xxx to request a copy // View the Welsh copy here xxx.”</i>	Nick Kelland Richard Reed (July 2018)
50	Any form that you produce for public use must be produced in Welsh.	Met	Membership form			
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	Membership form			
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	Membership form			

51	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	Met	No evidence of this. All forms are left blank in both languages.			
52	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 & the body's corporate website You must comply with standard 52 in relation to the following by 31/03/2018. & all other websites		Find your nearest library only available in English. 1) Join the library - formatting differences. 2) Join the library - Welsh link not working and service not available in either language. 3) Library catalogue - Compliant. 4) Library Catalogue - link broken on Welsh and English for 'Library information' 5) Librarybooks.co.uk - External Site. 6) Bolindadigital - External Site. 7) Library books, DVD or CD - Renew an item - Links not reflected in Welsh content. 8) Public access computers - Content and links not the same. 9) Children's library - Compliant. 10) E-books and online library resources - content compliant.	Not Met	<p>i) Amend shortfalls highlighted in evidence column. Publish all content, from now on, in Digital Archives bilingually.</p> <p>ii) Public access computers should be available with Welsh and English Microsoft packages. Explore with ICT.</p> <p>iii) RCTNetloan homepage to be produced bilingually.</p> <p>iv) Computer background image updated to have Welsh appear first.</p>	<p>i) Menna James (October 2018)</p> <p>ii) Menna James Nick Kelland (November 2018)</p> <p>iii) Menna James Nick Kelland (November 2018)</p> <p>iv) Menna James Nick Kelland (October 2018)</p>

			<p>11) Borrow box - External. 12) Transparent Language Online - External. 13) Digital Archives - Non compliant. 14) Search library resources - Make a reference library enquiry link not working in Welsh. 15) Online Information Resources content not matching. PDF's not matching. 16) Library Transport link and page only available in English. 17) Lost or stolen library card link missing.</p>		
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 English page.</p>		<p><u>Partially Met</u> See standard 52</p>	<p>Not Met</p>	<p>As above in Standard 52 evidence column.</p>

56	You must provide the interface and menus on every page of your website in Welsh.		Partially Met See standard 52	Not Met	As above in Standard 52 evidence column.	
57	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	Met	No published apps.			
58	When you use social media you must not treat the Welsh language less favourably than the English language. You must comply with standard 58 in relation to the following by 31/03/2017: ¢ when using social media on your main account. You must comply with standard 58 in relation to the following by 31/03/2018. ¢ when using social media on all other accounts.	Met	Facebook page.			
59	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	Met	Facebook Page response.			
60	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.		Photocopiers	Not Met	Discuss with Procurement colleagues the need for central contract with Xerox to supply dual language options on the public use printers/photocopiers.	All of our Photocopiers are supplied by procurement who negotiate licenses.

61	<p>When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display 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.</p>	<p><u>Partially Met</u> Pont-y-clun - Blue Badge Poster Church Village - Read the best teenage fiction around poster Porth - Sickness at Work poster. Abercynon - Community Folder Tonypanyd - USB/Headphones Poster, DVD Rental Poster, Coffee Morning Poster, Allotments Poster. Llantrisant - No photography or filming poster.</p>	Not Met	<p>Make sure that the good work of compliance continues in this area and update highlighted posters to include Welsh text.</p>	<p>Richard Reed Nick Kelland (June 2018)</p>
62	<p>When you erect a new sign or renew a sign (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.</p>	<p><u>Partially Met</u> As above</p>	Not Met	<p>As above</p>	
63	<p>You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.</p>	<p><u>Partially Met</u> Google translate used in one instance. Poster removed.</p>	Not Met	<p>Make sure to utilise existing Welsh Language speakers and have Translation-cyfieithu@rctcbc.gov.uk to QA the poster before publication. Google Translate is not to be used unless proofread by Level 5 Welsh Language Speaker</p>	<p>Nick Kelland (May 2018)</p>

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		Compliance date not yet passed, but audited all libraries in advance.	Not Met	Continue to invest in Staff Development. Prioritise frontline refresher training for all staff to know how to deal with basic queries.	Richard Reed Nushin Chavoshi-Nejad (June 2018)
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.	Met	Audit of all libraries.			
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.	Met	Audit of all libraries.		Continue to issue staff with Welsh Language lanyards if they are Welsh speakers. Visibility is key.	Richard Reed (Ongoing)
81	You must promote any Welsh language service that you provide, and advertise that service in Welsh.		Partially Met Stories and Craft Sessions poster SLA Contracts	Not Met	i) Welsh Language Services to work with Library Services to promote Welsh Language provision. ii) Welsh book stock needs to be in prominent position within libraries. Many examples where provision is covered by boxes and photocopiers which doesn't promote service provision.	i) Welsh Language Compliance Officer (Ongoing) ii) Richard Reed (October 2018)

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.	Met	Stories & Craft Posters World Book Day Poster	Build capacity through recruitment.	
83	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	Met	New corporate branding outside libraries complies (Welsh First).	<p>Renew book insert so that the bottom logo reads Welsh first (with agreed corporate 'Taf' used in both Languages). <i>"Llyfrgelloedd Bwrdeistref Sirol Rhondda Cynon Taf //</i></p> <p><i>Rhondda Cynon Taf County Borough Libraries"</i></p> <p>Renew junior membership cards so that Welsh URL is provided.</p> <p>Renew adult membership cards so that Welsh appears first and a Welsh URL is provided.</p>	
84	If you offer an education course that is open to the public, you must offer it in Welsh. You must comply with standard 84 in every circumstance, except: ☺ when an assessment carried out in accordance with standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh.	Met	Service does not offer 'educational courses'. The library service facilitates classes (through in-kind benefit) for external and internal departments to provide courses.		

86	If you develop an education course that is to be offered to the public, you must assess the need for that course to be offered in Welsh; and you must ensure that the assessment is published on your website.	Met	As above.	If educational course is to be developed and run by the service. Contact Welsh Language Services for advice on assessments.	
----	--	-----	-----------	---	--

B. Policy Making

Compliance Level 2 – 50%

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	Marketing Policy & 5 year Promotional Strategy - Demonstrates commitment to Welsh Language promotion.		Maintain this approach of considering Welsh Language implications when renewing policies. (Standard 44 + 45) before translation.	
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	Marketing Policy & 5 year Promotional Strategy - Demonstrates commitment to Welsh Language promotion.		Maintain this approach of considering Welsh Language implications when renewing policies. (Standard 44 + 45) before translation.	

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

Marketing Policy & 5 year Promotional Strategy - Demonstrates commitment to Welsh Language promotion.

Maintain this approach of considering Welsh Language implications when renewing policies. (Standard 44 + 45) before translation.

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.

Consultation questionnaire
re: Community Hubs

Not
Met

The Council has a legal duty to look at how its decisions impact on the Welsh Language. Consultations should ask the following questions under The Welsh Language Measure 2011 and Welsh Language Standards.

Please let us know how you feel these proposals could affect the following:

Opportunities for persons to use the Welsh Language

< >

Treating the Welsh Language no less favourably than the English Language

< >

Do you have any ideas on how we could shape the decision differently in order to have increased positive effects on the Welsh Language?

< >

Nick Kelland
Corp Policy
Department
(Christopher
Davies)
(ongoing)
Welsh
Language
Compliance
Officer (April
2018)

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.

Consultation questionnaire
re: Community Hubs

Not
Met

The Council has a legal duty to look at how its decisions impact on the Welsh Language. Consultations should ask the following questions under The Welsh Language Measure 2011 and Welsh Language Standards.

Please let us know how you feel these proposals could affect the following:

Opportunities for persons to use the Welsh Language

< >

Treating the Welsh

Language no less

favourably than the English Language

< >

Do you have any ideas on how we could shape the decision differently in order to have increased positive effects on the Welsh Language?

< >

Nick Kelland
Corp Policy
Department
(Christopher
Davies)
(ongoing)
Welsh
Language
Compliance
Officer (April
2018)

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.

Consultation questionnaire
re: Community Hubs

Not
Met

The Council has a legal duty to look at how its decisions impact on the Welsh Language. Consultations should ask the following questions under The Welsh Language Measure 2011 and Welsh Language Standards.

Please let us know how you feel these proposals could affect the following:

Opportunities for persons to use the Welsh Language

< >

Treating the Welsh Language no less favourably than the English Language

< >

Do you have any ideas on how we could shape the decision differently in order to have increased positive effects on the Welsh Language?

< >

Nick Kelland
Corp Policy
Department
(Christopher
Davies)
(ongoing)
Welsh
Language
Compliance
Officer (April
2018)

C. Operational

Compliance Level 4 – 95%

No.	Standard	Met	Evidence	Not Met	Possible action for improvement to be considered to meet the standard	Target Date for Implementation & Responsible Officer
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.	Met	Documents available on Inform > Here		Make Staff aware via email.	
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.	Met	Documents available on Inform > Here		Make Staff aware via email.	
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.	Met	Documents available on Inform > Here		Make Staff aware via email.	
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	Documents available on Inform > Here		Make Staff aware via email.	

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	HR Policy Updates to reflect this.		Awareness raising
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.	Met	HR Policy Updates to reflect this.		Awareness raising
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).	Met	HR Policy Updates to reflect this.		Awareness raising
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	HR Policy Updates to reflect this.		Awareness raising

116	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	Met	HR Policy Updates to reflect this.		Awareness raising	
120	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	Met	Document explaining this available on Inform > Here		Awareness raising	
127	You must assess the Welsh languages skills of your employees.		14 records remaining	Not Met	Complete audit with staff who haven't responded.	Completed
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	Corporate Session covering basics given to staff.		Organise refresher training	
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	2 members of staff supported to further Welsh language skills.		Encourage more staff to continue with learning to better equip the service to deal with the public in Welsh.	
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	No emails used the logo. Logo available in inform.		WLS to launch Language Level Email Badges. Info to follow.	
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 email signatures compliant.			

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	Most recent job uploaded as Welsh desirable.	Comply with your SSE recommendations and employ Welsh speakers during next recruitment.	
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	Audit of all libraries.	Health and Safety Executive poster is available in Welsh here .	
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	Audit of all libraries.		
143	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	Met	Audit of all libraries.		

Ch. Promotion

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
145	<p>You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) - (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).</p>	Met	<p>1) Developed Welsh Language activities during half term. 2) Increased number of Cymraeg i Blant sessions hosted in Libraries. 3) Cymraeg i Oedolion classes hosted in Libraries. 4) Welsh Language Book club in Hirwaun Library. 5) Roald Dahl sessions in Welsh. 6) Welsh Learner friendly books identified in Mountain Ash Library.</p>		<p>i) Develop relationship with Welsh Language Schools for Sixth Form students to volunteer at libraries as part of their Welsh Bac Courses (5 year strategy) ii) Promote Welsh Language books stock with School pupils. iii) Explore promotion of 'Every Child a Member' with all our Welsh Language Schools to promote usage. iv) Libraries to build relationships with local Welsh Language Schools to encourage attendance. v) Identify Welsh Learner appropriate stock and mark up for promotion with Welsh Learner classes.</p>	

D. Record Keeping**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
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	Awareness		Forward a copy of all complaints to Welshlanguageofficer@rctcbc.gov.uk in order that the authorities central register may 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	Awareness		Forward a copy of all complaints to Welshlanguageofficer@rctcbc.gov.uk in order that the authorities central register may 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	Awareness		Forward a copy of all complaints to Welshlanguageofficer@rctcbc.gov.uk in order that the authorities central register may be updated.	

Dd. Supplementary - Service Delivery

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
155	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	Met	Copy of Standards in all service locations.			
156	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	Met	Copy of procedure available in all service locations.		Corporate update to policy in 2018. Welsh Services to send new copy out.	Welsh Language Compliance Officer (August 2018)

157	<p>You must - (a) ensure that you have arrangements for (i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitating the use of those services, (b) publish a document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	Met	Copy of Standards in all service locations.	Welsh Language Services to provide updates.	
158	<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 service delivery standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply. (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>	Met	Copy available in each service location.	Welsh Language Services to provide updates.	Welsh Language Compliance Officer (August 2018)

Ff. Supplementary - Promotion

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
173	You must ensure that a document which records the promotion standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	Met	Copy available in each service location.			

G. Supplementary - Record Keeping

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
175	You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	Met	Copy available in each service location.			