

# Swansea Council



Cyngor **Abertawe**  
**Swansea** Council

## **DRAFT** **Welsh Language** **Annual Report** **2017 -2018**

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## 1. Introduction and Background

This is the second Annual Report since standards became effective and provides an overview of the activity of the 12 month period to 31<sup>st</sup> March 2018 and an appraisal of where the authority finds itself in relation to its implementation of the standards.

The appendices provide some detail concerning the specific implementation of the standards in Swansea and information regarding the Welsh language in the area.

Since 30<sup>th</sup> March 2016 all local authorities in Wales have had a statutory duty to comply with the Welsh Language (Wales) Measure (2011) and with the Welsh Language Standards imposed by the Measure through sub-legislation (Welsh Language Regulation Standards).

The standards issued to the City and County of Swansea are listed in a Compliance Notice -Section 44 Welsh Language (Wales) Measure 2011. A copy of these standards is available on the council's public website at:

<https://www.swansea.gov.uk/cymraeg> <https://www.abertawe.gov.uk/cymraeg>

This notice, agreed with the Office of the Welsh Language Commissioner, is the current document governing our compliance.

The intention of the standards is:

- to ensure that organisations treat the Welsh language no less favourably than the English language and
- to promote and facilitate the use of the Welsh language (making it easier for people to use in their day-to-day-life).

Standards aim to:

- make it clear to organisations what their duties are in relation to the Welsh language
- make it clearer to Welsh speakers about the services they can expect to receive in Welsh
- make Welsh language services more consistent and improve their quality.
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Swansea Council is required to comply with **163 standards across 5 categories** as shown in table 1, below:

**Table 1: Standards for compliance by Swansea Council**

Swansea Council		
	Categories	Number of Standards
1	Service Delivery standards	86
2	Policy Making standards	16
3	Operational standards	51
4	Promotional standards	2
5	Record Keeping standards	8
	<b>Total</b>	<b>163</b>

## **2. Overview of 2017-2018**

The good progress made on implementing the Welsh language standards continued during the year and general feedback indicates that officers are more educated and much more aware of the need for compliance than they were previously. Overall feedback from managers has been positive with no major issues noted.

When the standards first came in, waiting times for translation could be very long but there has been an improvement during the year.

The Authority has committed to an annual 3 day “CROESO” event to celebrate St. David’s Day on the weekend nearest 1<sup>st</sup> March. See section 3ch: Promotional Standards for more details of this year’s event.

In January 2018 the Commissioner commended the council’s Leisure Services on the facilitation and promotion of Welsh language swimming lessons.

The Welsh language service on the Council’s main telephone number is popular with Welsh speakers with a number of callers commenting how good it is to be able to speak Welsh first when contacting the authority by phone. A significant number of Welsh speakers too have chosen to access other Welsh language departmental telephone lines (see section 3a Service Delivery Standards for details).

During the year all individual and team email addresses in the authority acquired a Welsh Language equivalent.

The priority during the year has continued to concentrate on Service Delivery standards as they are greatest in Number (86) as well as the most visible to the public.

Work has also progressed on the Operational Standards particularly as they apply to the requirements in relation to the authority’s workforce.

## **3. The operation of Standards**

Responsibility for our compliance with the Welsh language standards rests with the Corporate Management Team with Heads of Service implementing their own local procedures.

Each service area has a Welsh language Champion as the main channel for information (inward and outward) relevant to their work areas and practices.

A designated Equality Officer is the general point of contact for Welsh language issues raised externally – whether by individuals, the Office of the Welsh Language Commissioner or elsewhere. They also provide advice and guidance internally on implementation of and compliance with the standards.

Definitive information and decisions about the standards have been communicated, in addition to the Champions, to each Head of Service – who has the responsibility for compliance within their own area.

Responsibility for overseeing the Welsh Language agenda is led by the Council’s Customer Service Manager.

In December 2017 the authority received the findings of the Welsh Language Commissioner's Assurance Report 2016-17 "Rights Taking Root" and details of findings in relation to Swansea Council can be found in **Appendix a)**

Whilst the report notes that things are improving across the organisations that are required to comply with Welsh Language Standards there is more to be done: general findings of the report include:

- The quality of Welsh-language services, and organisations' arrangements for self-regulation, need to be improved.
- There's a need to change behaviours in order to promote and facilitate the use of the Welsh Language. Services need to be marketed intelligently and need to persuade people that their needs will be met
- It is vital that promotion strategies are prepared and implemented in order to ensure that the number of Welsh speakers is maintained or increased.

The above findings reflect the present situation in Swansea Council and offer a clear challenge to the authority in going forward with embedding the standards and normalising the use of the Welsh Language in all its functions.

### **The Welsh Translation Unit**

The Welsh language's increased profile following the announcement and introduction of standards has improved the timeliness of submissions to the Translation Unit with requestors being more aware of the need to include time for translation in plans for developing any relevant documents, publicity and other resources.

The Unit also moved under Customer Services in April 2018 and we are currently undertaking a review of demand and looking at new ways of working to enable translation requirements to be scheduled and prioritised in an efficient manner from across the whole Council.

The workload of the Translation Unit continues to grow – due to both the additional requirements of the Standards compared to the Scheme; and the broader take-up of services by sections which had not fully engaged previously. Changing the way we work, raising awareness and better communication and marketing of the service will resolve some of the problems that can occur at certain times of the year when multiple deadlines coincide.

During 2017-18, the Translation Unit translated 3.8 million words. Whilst this represents a decrease of 6.3% over 2016-17, simultaneous translation at meetings have significantly increased over the past year with 171½ hours being recorded during 2017–18, an increase of 103% on the previous year.

In order to achieve efficiencies, the organisation has seen significant change over the last 12 months which has resulted in several restructures and subsequent advertising of posts. As the Welsh Translation Unit is operating at maximum capacity and due to the quick turnaround required, approximately 700,000 words were translated externally.

## **Feedback from departments**

### **Design Print**

There are times when employees have to be reminded of requirements and there remain instances where officers producing documentation are still not taking the Welsh Language Standards into account when planning projects or events. When the standards first came in, waiting times for translation could be very long but there has been an improvement during the year.

### **Scrutiny**

The turnaround from the Welsh translation unit can be an issue which impacts on deadlines and adds pressure to prepare work when factoring in translation time.

## **3a. Service Delivery Standards**

### **Email addresses**

Since February 2018 all individual and departmental email addresses have been available in English and Welsh so that Welsh speaking residents and others are able to make contact via the Welsh address. Staff are expected to place their @swansea.gov.uk and their @abertawe.gov.uk address in their email signature.

### **Telephone**

The inclusion of Welsh language in telephone greetings and being aware of departmental procedures has given staff in many areas the confidence to be able to provide a Welsh language service to those requesting or needing it.

During the last financial year 2733 callers to the Council's Switchboard and Corporate Call Centre chose the option to speak to the Council in Welsh, however only 1676 of those continued their query through the medium of Welsh, the others were residents who made an incorrect language choice.

The call centre answered 435,657 calls in total the same period (2017/2018) so the above equates to only 0.4% of calls being requested through the medium of Welsh.

The number of customers who accessed the services of the Revenues and Benefits Department of the Council in Welsh by telephone in the reporting period was 1,866. Total contact by telephone was 151,173 calls therefore the percentage of Welsh calls totalled 0.12%.

A dedicated Welsh telephone line was set in the Adult Social Services Department as the "Common Access Point" in December 2017 to access Adult Health and Social Care services. Prior to that there was no means of tracking Welsh Language calls. Between December 2017 and 31<sup>st</sup> March 2018, 57 people called the Welsh Language line of the Common Access Point. All callers however decided to proceed in English rather than wait for a Welsh speaker to phone them back.

The number of calls to the Welsh Language employment services telephone line in the 2017/2018 financial year was 379. This equates to 2% of the total calls to the Service Centre Helpdesk.

Swansea, through Western Bay, plan to deploy the Welsh Community Care Information System (WCCIS) which supports an active offer, and would replace its “PARIS” system. Progress on this will be included in the next Annual Report including data on the number of Welsh Speakers who contacted the Child and Family Information, Advice and Assistance Service.

### **Mwy Na Geiriau: More than Just Words:**

Whilst the Welsh language standards apply across all areas of the authority’s operation, Swansea Council, in addition, is committed to taking forward Mwy na Geiriau / More than just words – the Welsh Government’s strategic framework for Welsh language services in health, social services and social care.

In year One, Swansea through the Western Bay Regional programme profiled and assessed a number of target populations to support the development of an Area Plan last year. We have just completed Year 2 of the programme in which the ‘Active Offer’ of information, advice and assistance through the medium of Welsh is made at our statutory front door, and through social work assessment, and social service provision. Social Services are working closely with commissioned services to ensure that a bilingual approach is visible, embedded and a feature of quality within a social care offer to adults and children in Swansea. There are plans to implement the Welsh Community Care Information System (WCCIS) next year.

Within Social Services, and partnerships this framework is the focus of action relating to the Welsh language standards. Progress against the framework’s action plan is reported to Welsh Government, and Care Inspectorate Wales (CiW). Swansea Council, and Western Bay are now represented at the Cwm Taf and ABMU Health Board’s Joint Regional “More than Just Words” Forum, a collaborative group formed to take forward implementation across health and social care across the two regions, and to share best practice.

### **3bi Policy Making Standards**

All Policy Making decisions are subject to the authority’s corporate Equality Impact Assessment process, which considers the potential effect which the initiative may have on Equality issues.

While based on the requirements of the Public Sector Equality Duty (under the Equality Act (2010)) our particular EIA process has broadened the set of parameters to include specific mention of the Welsh Language Standards and our requirements to meet them. Associated guidance reinforces these requirements. Whilst understanding of the standards has increased generally, officers often require explanation and support when completing the Welsh language element of an EIA. One common issue is a failure to discuss proposals with Welsh speakers in the community.

### **Supplementary policy making standards**

#### **3bii Complaints**

Complaints in relation to the Welsh Language and /or complaints received in the Welsh Language about any aspect of service delivery are dealt with according to the authority’s corporate complaints policy which is published on the Council’s external website

<https://www.swansea.gov.uk/cymraeg>

During the reporting period 1<sup>st</sup> April 2017 -31<sup>st</sup> March 2018 we received **one** new complaint via the Office of the Welsh Language Commissioner in relation to service provision under the Welsh Language Standards and three complaints directly to our corporate complaints department in relation to the Welsh Language.

It must be noted that complaints initiated via the Office of the Welsh Language Commissioner are progressed in line with their own standards and timescales which take priority over our normal (published) response times.

Details of open complaints along with complaints that were not closed at the end of the previous reporting period are shown in the table in **Appendix b)** Complaints on-going at the end of the reporting period will be included in the next annual report.

### **3c Operational standards**

Operational Standards that relate to the use of Welsh within the internal functions of an organisation including the relationship between the authority and its employees (including during recruitment and appointment), through:

- Encouraging and assisting staff to use their Welsh language skills as part of their normal day-to-day work
- Providing a supportive framework for staff to improve and develop their Welsh language skills.

The Human Resources department has commissioned the translation of those policies and procedures as directed under the standards and these are available to any member of staff requesting them.

Access to software to assist staff in the use of Welsh (e.g. MSOffice spell checking and grammar checking; and automatic translation) is available as a standard add-on. StaffNet has a 'Welsh Language' section <http://www.swansea.gov.uk/staffnet/welsh> which contains supporting resources for staff using the Welsh language in their work, which includes:

- An overview of the Standards, including information on the role of the Welsh Language Commissioner
- An on-line Welsh language awareness course developed to provide some social and historical context to the Welsh language and its place in modern society.
- Handy Guides, each giving a quick guide to a specific area of the standards, e.g.
  - telephone calls
  - emails
  - organising meetings
  - design of signs
  - welsh translation Services



- Standard Translations
  - to assist with production of standard information with small amounts of variable data, e.g.
  - dates, times, venues
  - automatic (out of office) messages
  - standard ad hoc signs
  
- Guide to bilingual social media - rules for publicising events and other information on Twitter, Facebook and other social media.
  
- Details of Welsh language tuition and practice sessions, including external courses listed on the <http://www.swansea.ac.uk/learnwelsh/> website
  
- Regular external social events via the Menter Iaith Abertawe website
  
- Welsh language training for staff - initially targeted towards front-line staff in areas with an identified insufficiency of Welsh-speakers.
  
- Details of service area Welsh language champions

### **Staff and Welsh Language Skills**

The authority's HR system (Oracle) records Welsh language skill levels across the four areas of Speaking, Understanding, Reading and Writing. Staff are encouraged to update their Welsh language skill levels as part of the on-line "Self Service" option and initiatives encouraging them to do so have seen a slight increase in recording in 2017/18.

Data supplied by staff (as of 31<sup>st</sup> March 2018) and held on the system can be seen in the following tables.

**Table A: Staff recording of one or more Welsh language skills.**

	Q18 Understand Spoken Welsh	Q18 Speak Welsh	Q18 Read Welsh	Q18 Write Welsh	Q18 Learning Welsh
Grade 2	30	15	14	11	9
Grade 3	26	17	16	14	13
Grade 4	28	20	19	12	11
Grade 5	33	24	23	17	18
Grade 6	43	26	34	20	30
Grade 7	34	32	34	28	18
Grade 8	33	24	27	21	19
Grade 9	17	15	16	13	20
Grade 10	12	8	10	6	11
Grade 11	8	6	7	4	3
Grade 12	5	4	4	3	6
Over 12	3	1	1	1	1
<b>Totals 2017/18</b>	<b>272</b>	<b>192</b>	<b>205</b>	<b>150</b>	<b>159</b>
<b>Totals 2016/17</b>	<b>233</b>	<b>166</b>	<b>205</b>	<b>145</b>	<b>153</b>

The data summarised in the above table suggests that Welsh language skills are fairly evenly distributed throughout the various levels of employee by grades. The data also indicates that there has been an increase in the number of skills recorded since the previous year.

**Table B: The overall figures for each section of staff recording of one or more Welsh language skills.**

	Q18 Understand Spoken Welsh	Q18 Speak Welsh	Q18 Read Welsh	Q18 Write Welsh	Q18 Learning Welsh
Poverty and prevention	17	12	13	9	17
Place	117	87	96	74	69
Education (not schools)	22	15	16	15	19
Social Services	43	37	37	28	28
Resources	32	23	27	19	20
<b>Total</b>	<b>231</b>	<b>174</b>	<b>189</b>	<b>145</b>	<b>153</b>

**Table C: Summary figures for each section**

Service Unit	Headcount	% of staff with skills recorded	Number of staff with skills recorded
Directorate - Resources	683	28.8%	197
Directorate - People (Poverty and Prevention)	375	30.4%	114
Directorate - Place	2758	33.4%	920
Education Non Schools	1047	32.8%	343
Social Services	1598	48.5%	775
<b>Total</b>	<b>6461</b>	<b>36.40%</b>	<b>2349</b>

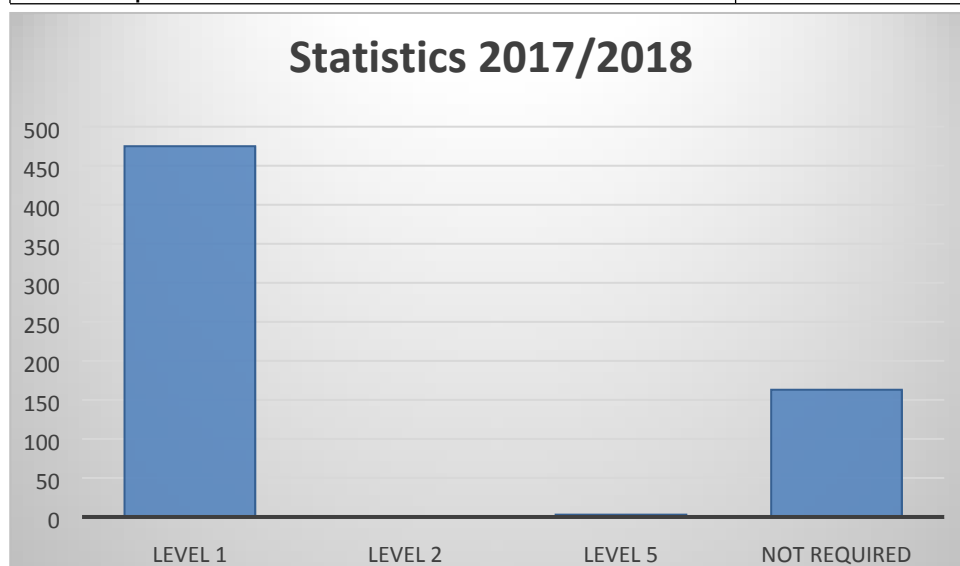
Table C indicates that there has been a significant increase in the number and percentage of staff who have recorded their Welsh language skills since the last report suggesting that initiatives to encourage staff to provide details have had some effect in improving the completion rate on Oracle.

- **426** members of staff in 2016/17 and **2349** in 2017/18
- **6.54%** recorded their skills in 2016/17 increasing to **36.4%** in 2017/18.

### New and Vacant Posts

The table below gives a summary of the number of new or vacant posts advertised by the authority and indicates the levels of Welsh Language Skill required for the role. Level 1 being the most basic level of understanding and Level 5 the most advanced.

Welsh Language skill level required	Number of new and vacant posts advertised 2017/18
Level 1	475
Level 2	1
Level 5	3
Not Required	163



## Training

The Council registered with “Learn Welsh Cymru” during the reporting period so that staff can access the 10 hour on line course <https://learnwelsh.cymru/work-welsh/online-taster-course/>

No Corporate courses were offered in Welsh during the reporting period but all mandatory e-learning courses for staff were in the process of being translated in March 2018 to ensure staff can undertake them in Welsh in future. Progress will be reported on this in next year’s annual report.

A total of 12 members of staff completed an on line Welsh Awareness e-learning module on line in the reporting period.

From April 2017 to August 2017 the authority continued to provide subsidised basic Welsh Language tuition to staff. The table below shows details of student attendance.

Staff feedback suggests that there could be better opportunities for learning Welsh as currently it is not accessible enough or easy to undertake.

### Welsh Language lessons Attendance Records for Financial Year 2017 / 2018

Level	Dates of courses	am / pm	No. of lessons	Staff on Course	Total Planned Attendance	Total Actual Attendance	Attendance Percentage
1	9/11/16 to 5/7/ 2017	am	13	16	208	160	77%
1	9/11/16 to 5/7/ 2017	pm	13	16	208	199	96%
1	5/01/16 to 3/8/2017	am	17	17	289	181	63%
				<b>49</b>	<b>705</b>	<b>540</b>	<b>77%</b>
2	5/11/16 to 3/8/ 2017	pm	17	7	119	60	50%
<b>TOTAL</b>				<b>56</b>	<b>824</b>	<b>600</b>	<b>73%</b>

A number of staff who completed Foundation courses wished to continue their training after the Summer of 2017 and others wished to start to learn the language.

A total of 99 staff registered an interest in Welsh classes during the reporting period but the authority did not have the necessary funding in September 2017 to meet the demand.

Negotiations with the National Centre for Learning Welsh resulted in an agreement whereby the Centre would fund and organise “Gwaith Cymru” intensive training for council staff. A partnership agreement was put in place in early January 2018 allowing 36 members of staff to begin the intense training on April 16<sup>th</sup> 2018 (to end on 31<sup>st</sup> March 2019).

From September 2018 staff (including those who wished to move on from their level 1 course) and others who do not wish to do the intense course will have the opportunity to attend a Foundation level 1 or 2 course (30 weeks) commissioned by Swansea Council and provided by Swansea University.

Progress on all staff courses will be reported in the next annual report.

### **Staff Support**

The Weekly, lunchtime groups to support Welsh speakers and learners at the two main council venues which began the previous year were not able to continue due to a reduction in staff to coordinate the groups and a general feeling that employees were unable to give up their time to attend regularly at lunchtime. Discussion continues as to the best way forward and a few smaller groups of employees are meeting informally.

### **Lanyards/Badges**

Our compliance notice dictates that Welsh speaking reception staff should be provided with 'Iaith Gwaith' lanyards and badges to identify themselves to members of the public. All Welsh speaking staff have access to a "Iaith Gwaith" Lanyard and Welsh Learners are able to wear "Welsh Learner" lanyards.

As a consequence, Welsh speaking members of staff have been able to identify other Welsh speakers and start conversations in Welsh. In some cases people had worked together for a number of years without recognising this. As a result, there is more of an opportunity for informal (and wider) conversations in Welsh, thus normalising the use of Welsh in the work environment.

### **Staff Communication**

Although communication issued centrally and sent to groups of staff would be in English (as is permissible under the standards), Welsh speaking staff are increasingly contacting other known Welsh speakers by email or telephone in Welsh

With an increasing emphasis on "Agile" working, a new agile area is being developed which will have one section designated for Welsh Speaking staff to sit together should they so wish in the knowledge that they can speak Welsh to those around them.

A large drop in event was held for staff entitled "Be the Best You Can Be" during the reporting period where amongst the exhibitor stands were Swansea "Menter Iaith", the National Centre for Learning Welsh (from their local base at the Academi Hywel Teifi in Swansea University) and the Council's Welsh Language Officer. A simple paper quiz about Welsh place names proved popular in drawing people to the stands and several staff expressed interest in learning Welsh or finding out more about the opportunities available locally for Welsh speakers and learners.

### **Meetings**

During internal meetings, particularly those of a more formal nature, pre-booked simultaneous translation is available to allow those attending to contribute in Welsh. When meeting with external agencies who wish to deal with the authority through the medium of Welsh, wherever possible (and with prior warning) suitably qualified Welsh speakers would attend on behalf of the authority to allow all or as much of the meeting as possible to proceed in Welsh.

## **Visibility**

All of the above initiatives have increased and improved the visibility of the Welsh language throughout most areas' operations and encouraged its use both informally and in the work setting.

### **3ch Promotional standards**

Whilst an outline 5 year Strategy to promote the Welsh Language has been in place since September 2016 progress in developing this has been slow.

Nia Davies of "Cwmni Nico" on behalf of the Language Commissioner, met with the Welsh Language Officer and their team leader in December 2017 to discuss the promotional standards. "Nico" has been commissioned by the Commissioner to produce a toolkit to aid compliance with the promotional standards. The discussion was very useful in clarifying what actions we need to take in developing the plan and the resulting toolkit /advice document will be beneficial in assisting the authority in moving forward.

Swansea's Welsh Language Initiative (Menter Iaith Abertawe) was unsuccessful in gaining grant funding from the Authority during the reporting period so proposals to work together to promote the language will be limited.

The Authority has committed to an annual 3 day "CROESO" event to celebrate St. David's Day on the weekend nearest 1<sup>st</sup> March. Unfortunately due to a warning of severe weather conditions several of the outdoor aspects of this year's event had to be either cancelled or moved indoors. However, a city centre parade entitled "Pâred Dewi" went ahead with around 200 individuals and 7 floats taking part. Menter Iaith Abertawe advises on the organising and content of the event and all communities are encouraged to take part in the festival which highlights the Welsh language as a distinctive and unifying force in Swansea.

To mark St.David's Day, the authority organised a Welsh Language exhibition in Swansea's Civic Centre which ran for a month traversing 1<sup>st</sup> March to promote the language and to highlight the opportunities available in the City and County of Swansea for Welsh speakers and learners. Exhibits included details of how to learn Welsh, how and where to access Welsh medium education including pre-school groups and nursery provision, social activity groups and the opportunities available through Swansea's Welsh Language Initiative at their City Centre Welsh Language Centre and beyond.

#### **3.ch.i Welsh Medium Education**

The future development of the Welsh language in the area and beyond is fundamentally linked with Welsh Medium Education and this aspect is dealt with specifically in the council's Welsh Language Education Scheme.

There are 11 Welsh medium primary schools feeding into the two senior schools – Ysgol Gyfun Gŵyr and Ysgol Gyfun Bryntawe.

Currently the number of students attending Welsh medium education in the three age ranges and the overall percentage of each range which these figures is outlined in the tables and graphs below. They show that both the number of students receiving Welsh medium education and the overall percentage has increased in the last year.

## 2017-2018

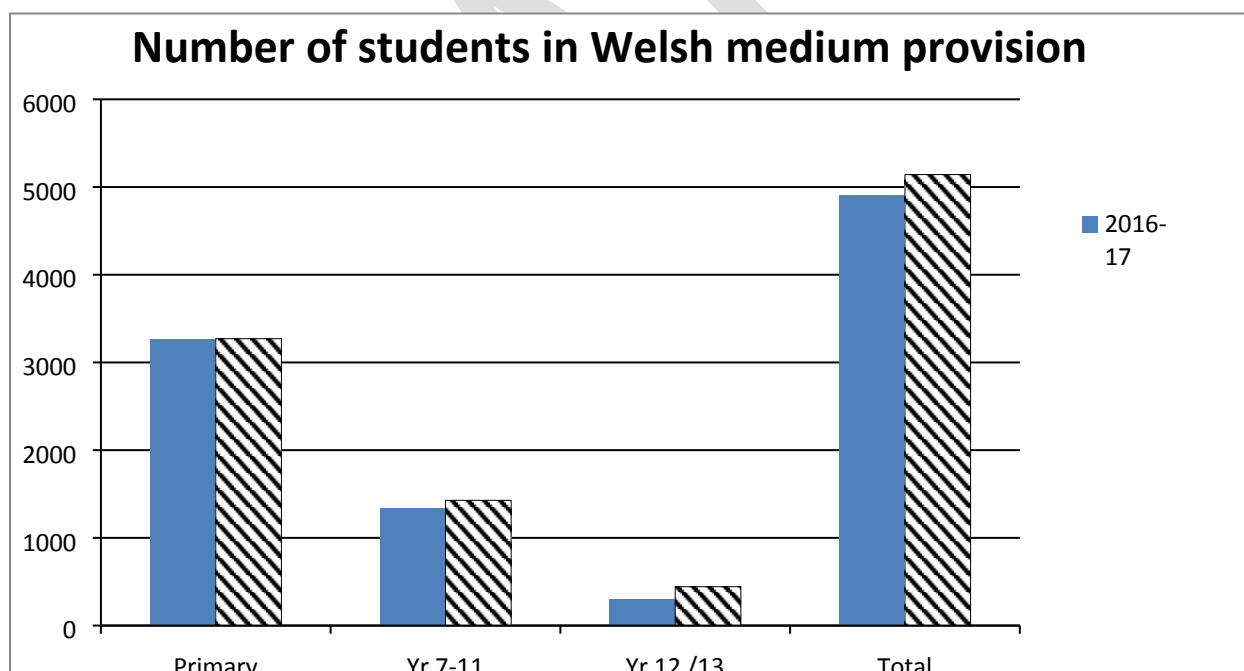
School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	22383	3271	14.6%
Y7-11	12210	1428	11.7%
Y12-Y13 <sup>1</sup>	1592	443	27.8%
<b>Total</b>	<b>36185</b>	<b>5142<sup>2</sup></b>	<b>14.2%</b>

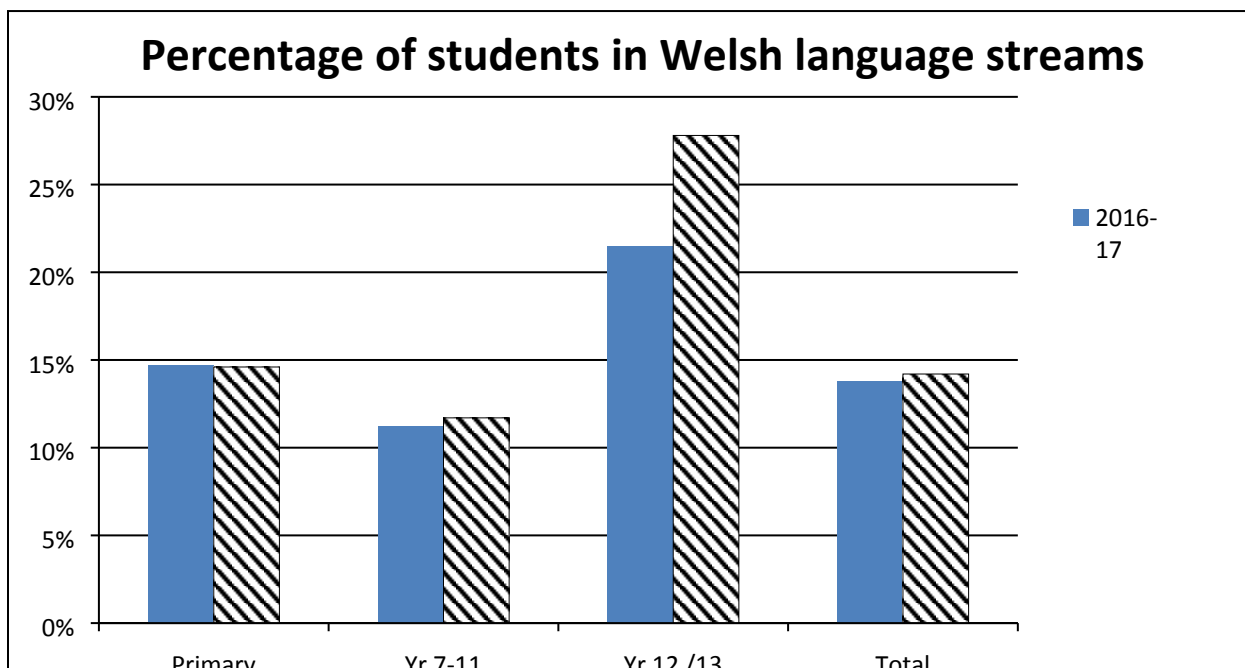
<sup>1&2</sup>Figures do not include attendance at 6<sup>th</sup> from College e.g Coleg Gŵyr Abertawe

## 2016-2017

School Rolls	Total Welsh and English streams	Number of students in Welsh medium provision	Percentage of students in Welsh language streams
Primary	22266	3263	14.7%
Y7-11	11928	1338	11.2%
Y12/13 <sup>3</sup>	1430	307	21.5%
<b>Total</b>	<b>35624</b>	<b>4908<sup>4</sup></b>	<b>13.8%</b>

<sup>3&4</sup>Figures do not include attendance at 6<sup>th</sup> from College e.g Coleg Gŵyr Abertawe





In GCSE Welsh First Language, over 86% of students attain grades A\*- C, and numbers entering this subject have increased steadily in the six years up to 2017.

In the GCSE Welsh Second Language (full course) over 86% attain grades A\*- C and numbers entering the subject have increased in the six years since 2012 from 239 entries (9.2%) to 678 entries (28.2%) in 2017. The increase in entries is due partly to the pending withdrawal of the short course option in this subject, with all entries being full course from 2019.

Performance in Welsh is also strong in key stages 2 and 3.

In key stage 2, the percentage of pupils in year 6 attaining level 4 or higher in Welsh First Language has improved from 91.2% in 2013 to 95.3% in 2017. The equivalent improvement for Welsh Second Language over the same period was from 67.5% to 77.0%.

In key stage 3, the percentage of pupils in year 9 attaining level 5 or higher in Welsh First Language has improved from 87.6% in 2013 to 93.8% in 2017. The equivalent improvement for Welsh Second Language over the same period was from 73.1% to 81.8%.

Overall Welsh is performing well as a subject in Swansea.

### Swansea Welsh Language Demographics

The 2011 Census is still the key source of information on Welsh language skills at a geographical level. The tables in Appendix c) outline the percentage of Welsh Language skills by electoral ward and by age.



### **3d Record Keeping Standards**

These standards concern ensuring that data is maintained and reported upon in line with the requirements of the standards to illustrate the authority's compliance with the standards. This includes the production of this annual report.

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### Appendix a) - Findings of monitoring work in relation to the organisation in 2016-17

The report is based in part on the findings of the Commissioner's monitoring work in 2016-17. A series of mystery shopper and desktop research exercises were conducted in order to test how the standards are being implemented in practice. Information about the methodologies used for this work is available in an appendix to the Assurance Report.

The table in Appendix 1 shows a) organisations' general performance in these exercises, and

b) presents Swansea Council's performance for comparison.

	<b>General Performance</b>	<b>The organisations' performance</b>
<b>Telephone</b>	<p>A Welsh greeting was given during 90% of the calls to public organisations' main phone line</p> <p>A Welsh-language service needed to be asked for during 12% of the calls to public organisations</p> <p>84.5% dealt with the entire call in Welsh, with the receptionist and possibly another officer providing a response (organisations subject to standard 10)</p> <p>In 57% of the calls the receptionist conducted the conversation in Welsh to understand the nature of the enquiry and then transferred the call (organisations subject to standard 11(a))</p> <p>No Welsh-language service was available during 5% of the phone calls answered by organisations</p>	<p>2 of 3 calls were answered with a Welsh-language greeting</p> <p>2 of the 3 calls were dealt with entirely in Welsh, with the receptionist and possibly another officer providing a response</p> <p>No Welsh-language service was available during 1 of the 3 phone calls answered by the organisation</p>
<b>Reception</b>	<p>A member of staff was available to provide a Welsh-language service at 67% of receptions at county councils, national park authorities, and the Welsh Government</p> <p>54% of county councils' receptions displayed a sign welcoming the use of Welsh</p> <p>Staff at 75% of the receptions where a Welsh-language service was available wore a badge welcoming the use of Welsh</p>	<p>A Welsh-language service was received at 1 out of 2 of the organisations' receptions visited</p> <p>A sign welcoming the use of Welsh was displayed in 1 out of 2 of the organisation's receptions visited</p> <p>Staff wore a badge welcoming the use of Welsh in 1 out of 2 of the organisation's receptions visited where a Welsh-language service was available</p>
<b>Social Media</b>	<p>23% of public organisations' Twitter accounts, and 29% of their Facebook accounts, provided a corresponding service in Welsh and English</p>	<p>The organisation was seen to be providing a corresponding service in Welsh and English in relation to 42 of the 46 Twitter messages viewed, and 1 of the 20 Facebook messages viewed</p>

Correspondence	<p><b>E-mail</b> A response was received to 74% of Welsh-language e-mails and 79% of English-language e-mails 7% of the responses to Welsh-language e-mails were in English</p> <p><b>Letters</b> A response was received to 61% of Welsh-language letters and 66% of English-language letters 4% of the responses to Welsh-language correspondence were in English</p> <p><b>Facebook</b> A response was received to 74% of Welsh-language Facebook messages, and 74% of English-language Facebook messages 4% of the responses to Welsh-language Facebook enquiries were in English</p>	<p><b>E-mail</b> A response was received to 2 out of 2 Welsh-language e-mails and 2 out of 2 English-language e-mails</p> <p><b>Letters</b> A response was received to 2 out of 2 Welsh-language letters and 1 out of 2 English-language letters</p> <p><b>Facebook</b> A response was received to 2 out of 2 Welsh-language Facebook messages, and 1 out of 2 English-language Facebook messages</p>
Website	<p>Of all the pages viewed, 75% were available in Welsh and the two languages corresponded to each other; a further 18% were available in Welsh but the Welsh version did not correspond to the English version, or there were errors on the page.</p> <p>7% of the pages were not available in Welsh.</p> <p>In respect of 53% of the organisations, all web pages were available in Welsh, and in respect of 78% of the organisations, over three quarters of their web pages were available in Welsh.</p>	<p>43 of the 45 pages viewed were available in Welsh</p> <p>10 of the 43 pages either did not correspond or contained errors</p> <p>2 of the 45 pages were not available in Welsh</p>
Documents	<p>Seven of the 8 organisations subject to standard 40 (any documents that you produce for public use must be produced in Welsh) complied with the standard</p> <p>The number of organisations subject to other standards who were compliant was as follows:</p> <ul style="list-style-type: none"> <li>● 41 (management board papers) – 6 of 16 organisations</li> <li>● 43 (brochures, leaflets, pamphlets, cards) – 11 of 18 organisations</li> <li>● 44 (policies, strategies, reports, plans, codes of practice, and other corporate documents) – 6 of 15 organisations</li> <li>● 46 (press releases) – 14 of 17 organisations</li> </ul>	<p>Three documents were viewed in relation to each of the standards the organisation is subject to. We found:</p> <ul style="list-style-type: none"> <li>● that the organisation was compliant with standard 41;</li> <li>● that the organisation was compliant with standard 43;</li> <li>● that the organisation was not compliant with standard 44;</li> <li>● that the organisation was compliant with standard 46.</li> </ul>

Supplementary issues	<p>725 of the organisations had published a document stating which standards they must comply with;</p> <ul style="list-style-type: none"> <li>○ 55% of the organisations had published a document stating how they will comply with the standards;</li> <li>○ 28% of the organisations had published a document stating their monitoring arrangements;</li> <li>○ 20% of the organisations had published a document stating their complaints procedure.</li> </ul>	<p>When viewing the organisation’s website, we found:</p> <ul style="list-style-type: none"> <li>○ that the organisation had published a document stating which standards it must comply with;</li> <li>○ that the organisation had not published a document stating how it will comply with the standards;</li> <li>○ that the organisation had not published a document stating its monitoring arrangements;</li> <li>○ that the organisation had not published a document stating its complaints procedure.</li> </ul>
Jobs	<p>The Welsh language was an essential skill for 15% of posts</p> <p>The Welsh language was a desirable skill for 52% of posts</p> <p>It was stated that there was a need to learn Welsh in 0.2% of posts</p> <p>It was stated that Welsh language skills were not required in 27% of posts</p> <p>Another description was given for 13% of posts</p>	<p>The Welsh language was an essential skill for 0% of the posts (0 of 98) advertised by the organisation</p> <p>The Welsh language was a desirable skill for 26% of the posts (25 of 98) advertised by the organisation</p> <p>It was stated that there was a need to learn Welsh in 0% of the posts (0 of 98) advertised by the organisation</p> <p>It was stated that Welsh language skills were not required in 16% of the posts (16 of 98) advertised by the organisation</p> <p>Another description was given for 58% of the posts (57 of 98) advertised by the organisation</p>
Promotion Strategies	<p>15 of the 21 organisations that are subject to a duty to comply had published a promotion strategy</p> <p>9 of the 15 strategies set a target relating to the number of Welsh speakers</p> <p>14 of the 15 strategies included strategic objectives, targets or action plans outlining activities to promote and facilitate the use of Welsh more widely, but their level of detail varied greatly</p>	<p>The organisation had published a promotion strategy</p> <p>The strategy did not set a target relating to the number of Welsh speakers</p> <p>The strategy did not include strategic objectives, targets or action plans that outline promotion activity and facilitate the use of Welsh more widely.</p> <p>The document was a framework for strategic action. It did not have a baseline in terms of demography or current provision. The intention is to map and shape a baseline of activities and numbers of Welsh speakers by ward before determining development measures from January 2017</p>

## Appendix b) – Complaints regarding compliance with standards

Reference	Complaint	Date Rec'd	Response	Last Action	Status
CSG118	Lack of Welsh language swimming lessons	15.09.16	Draft action plan requested by OWLC and provided.	22.01.18:	<p><b>CLOSED</b></p> <p>OWLC Approved the authority's draft action plan.</p> <p>Plan activated on 24<sup>th</sup> January 2018 and followed.</p> <p>No further action</p>
CSG156	English-only on line payment of parking fine	26.10.16	System is available in both languages. Payment via external site may require cookies to be cleared otherwise system will pick up old data and display in English	18.04.18	<p>Commissioner decided <b>not to open an investigation.</b></p>
CS168	Automatic reminder for resident parking permit sent in English only	07.02.17	Problem resulted from one-off manual handling error during the parallel running of two systems.	29.11.17	<p><b>CLOSED</b></p> <p>Final report received from OWLC and agreed.</p> <p>Subsequent action taken to prevent future occurrence.</p> <p>No further action req'd</p>

CSG201	English only response to a Welsh language email	30.03.17	Email marked urgent received out of office. Recipient sent reply in English only.	08.09.17 06.10.17	<p><b>CLOSED</b> Final report and decision notice received and agreed.</p> <p>Swansea Council must:</p> <ol style="list-style-type: none"> <li>1. respond to Welsh correspondence in Welsh;</li> <li>2. State in correspondence (including ALL email disclaimers) that we welcome correspondence in Welsh, etc.</li> </ol> <p>Staff reminded of the requirements and disclaimer embedded along with all emails as default. No further action req'd.</p>
CSG311	English responses to a series of Welsh Language emails	15.01.18	Complainant had agreed that no WL translation was required for meetings with officer. Officer considered it was therefore acceptable to email complainant in English	22.01.18	<p><b>OPEN</b> Agreed with Tesni Glyn of OWLC that an officer of Swansea Council was responsible.</p>

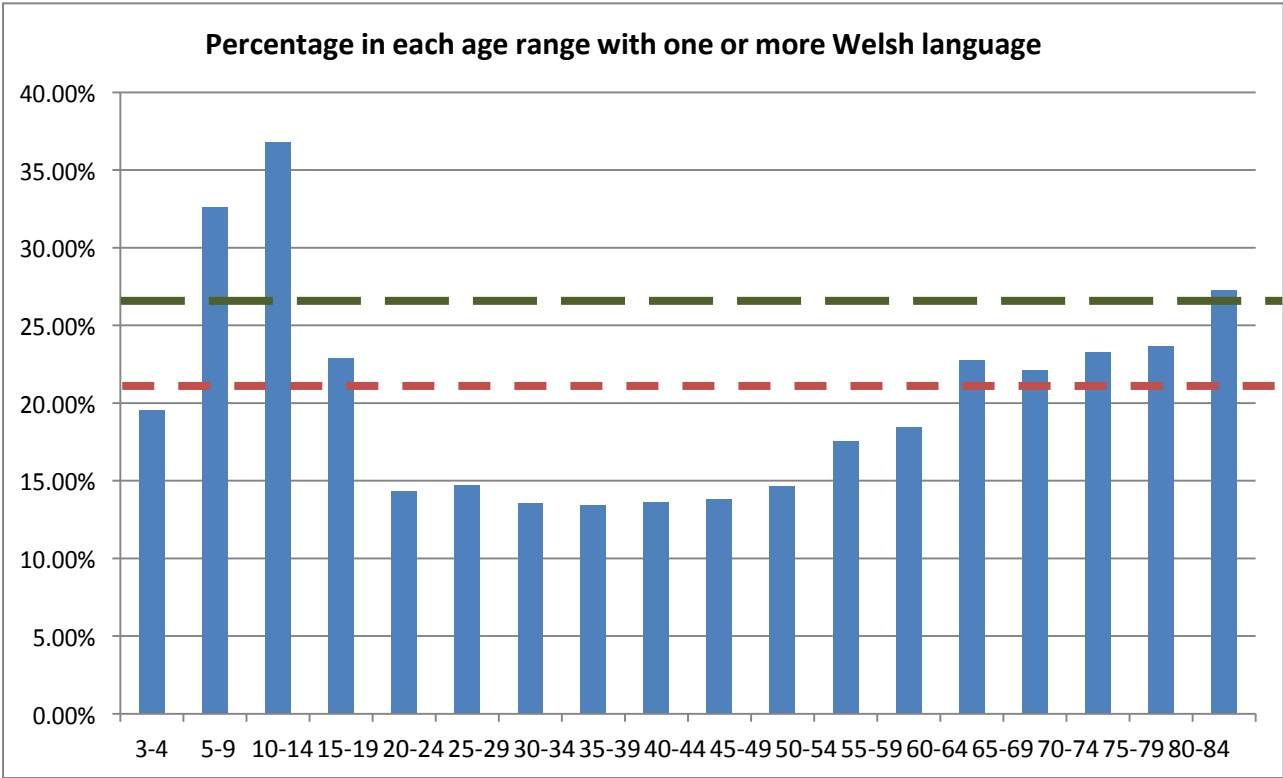
**Appendix c) - Swansea Welsh Language demographics**  
 2011 Census - Percentage Welsh Language skills by electoral ward

	Can speak, read and write Welsh	Can speak and read but cannot write	Can speak but cannot read or write Welsh	Can understand spoken Welsh only	Other combination of skills	No skills
Bishopston	5.9	0.9	1.4	5.8	2.7	83.2
Bonymaen	6.1	0.6	2	4.7	2.1	84.5
Castle	5.3	0.7	1.3	3.2	2.4	87.2
Clydach	14.3	2	3.9	9.7	2.7	67.4
Cockett	6.9	1.1	1.7	5.4	2.4	82.6
Cwmbwrla	4.8	0.6	1.1	4.6	2.4	86.4
Dunvant	5	0.8	1.6	4.5	2.6	85.5
Fairwood	7.4	1.1	1.5	5.2	3.2	81.6
Gorseinon	8.3	1.7	2.8	8	3.2	76
Gower	6.8	0.8	2	5.6	2.4	82.4
Gowerton	9.5	1.2	2.3	6.7	3.5	76.7
Killay North	7.4	0.8	1.1	3.7	2.8	84.1
Killay South	4.6	1	1.1	5.5	3	84.7
Kingsbridge	12.1	1.8	3	9.2	3.7	70.2
Landore	4.5	0.7	0.9	3.6	1.8	88.6
Llangyfelach	13	1.3	2.5	7.4	2.5	73.3
Llansamlet	9.9	1.5	2.4	5.6	2.8	77.8
Lower Loughor	10.8	1.7	2.3	7.5	2.3	75.3
<sup>5</sup> Mawr	<b>29.3</b>	<b>4.4</b>	<b>4.5</b>	<b>11.1</b>	<b>2.8</b>	<b>47.9</b>
Mayals	8.7	1.2	2	4.5	3.5	80
Morrison	8.2	1.3	2.3	5.9	2.8	79.6
Mynyddbach	7.1	0.9	1.6	5.2	2.6	82.5
Newton	7.2	1	1.8	4.2	2.5	83.3
Oystermouth	7.3	1	1.9	5.5	2.6	81.7
Penclawdd	8.8	2	3.8	8.9	3.9	72.6
Penderry	5	0.8	1.4	3.6	1.7	87.4
Penllergaer	10.2	1.9	3.1	6.7	2.3	75.9
Pennard	6.7	1.6	1.8	3.9	2.9	83.1
Penyrheol	9.1	2	3.8	9	3.3	72.9
Pontarddulais	22.5	3.1	5.8	11.4	2.8	54.4
Sketty	8.1	1	1.6	4.7	2.6	82
St. Thomas	4.8	0.5	1.3	3.6	1.8	88
<sup>6</sup> Townhill	<b>3.7</b>	<b>0.6</b>	<b>1.4</b>	<b>3.6</b>	<b>1.2</b>	<b>89.5</b>
Uplands	8.2	0.9	1.3	3.8	2.9	82.8
Upper Loughor	11.3	1.6	3.5	9.8	3.9	69.9
West Cross	5.6	0.9	1.5	4.6	2.7	84.7
<b>SWANSEA</b>	<b>8.1</b>	<b>1.2</b>	<b>2.0</b>	<b>5.5</b>	<b>2.6</b>	<b>80.7</b>

<sup>5</sup> Highest percentage of residents with Welsh language skills

<sup>6</sup> Lowest percentage of residents with Welsh language skills

**2011 Census - Welsh language skills by age – all Swansea**



*Average for Swansea total population aged 3+ shown as dotted line. Average for Wales total population aged 3+ shown as dashed line.*