



Report of the Cabinet Members for Education and Learning and Culture and Equalities

Service Improvement and Finance Scrutiny Performance Panel- 9th May, 2023

Welsh Language Standards Annual Report 2021/22

Purpose	To present the Welsh Language Standards Annual report 2021/22.
Content	The report provides a summary of the activities relating to Welsh Standards within the financial year ending 31 st March 2022; including new projects and activities during the year.
Councillors are being asked to	Consider the information provided and give views
Lead Councillor	Councillors Robert Smith and Elliott King, Cabinet Members for Education and Learning and Culture and Equalities
Lead Officer	Lisa De Benedictis
Report Author	Lisa De Benedictis
Legal Officer	Tracey Meredith
Finance Officer	Ben Smith

1. Background

- 1.1 Since 30th 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), commonly referred to as the 'Standards'.
- 1.2 Swansea Council is required to comply with 163 standards across 5 categories, which is run corporately through the Standards Officer via the Heads of Service.

2. Briefing

- 2.1 The Council has continued to be make improvements on implementing the Welsh Language Standards during the year despite the pandemic, with the priority being on Service Delivery Standards as they are greatest in number and are the most visible to the public.
- 2.2 Service delivery Standards have been maintained and there was a significant increase in Welsh language calls due to TTP and Swansea Council managing the pan-Wales, Welsh Vaccine Certification Service (WVCS) telephone service.
- 2.3 Work continues to develop a new system for the public to complain to the Council, including around compliance with the Welsh Language Standards.
- 2.4 The Welsh Language Standards have strengthened the provision of bilingual services in Health and Social Care, and across the Council as a whole.
- 2.5 As part of the 'More than Just Words' active offer the Council has extended the offer to social care staff to learn Welsh through work.
- 2.6 There have been over 2,156,156 total page views on Staffnet in 2021-2022; 19,003 of these were related to Welsh.
- 2.7 The Microsoft Teams virtual 'Cwtsh- Ysgrifennu yn Cymraeg' was available throughout the year for Officers to use virtually.
- 2.8 Six Welsh Language complaints were received directly to the Council during the reporting period April 2021 – March 2022.

3. Conclusions

- 3.1 Welsh Language Standards and the promotion of the Welsh language continues to be a priority for Swansea Council through providing additional Welsh lessons and through activities such as 'Cwtsh- Ysgrifennu yn Cymraeg' virtual space and the promotion of Welsh Language Rights Day.
- 3.2 The new Standards Officer is now in post to liaise with various Commissioners' offices, including the Welsh Language Commissioner. Implementation of the Welsh Language Standards on a day-to-day basis is run corporately through the Standards Officer via Heads of Service.
- 3.4 Impact on the Welsh Language is now fully embedded in the Integrated Impact Assessment (IIA).

4. Legal implications

- 4.1 There are no specific legal implications arising from this report.

5. Finance Implications

5.1 There are no financial implications arising from this report.

Glossary of terms: Not applicable

Background papers: None

Appendices: Welsh Language Annual Report 2021-22