

# Monmouthshire County Council Annual Welsh Language Monitoring Report 2018-2019

This report reflects Monmouthshire County Council's progress on its Welsh language commitments under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards during the financial year 2018-2019.

The report presents data on the required indicators in the following fields in compliance with: Standards 158, 164 and 170: complaints: staff language skills: Welsh medium training for staff and recruiting to empty posts. This report will be published by 30th June 2019 in compliance with Standard 158.

## Legislative requirements

Translating documents, forms, leaflets, twitter and Facebook interactions etc continue at a pace. It is heartening to know that staff are engaged in the process and omissions are forgetfulness rather than opposition to the process. In doing this we ensure that we are providing the Welsh speaking population of Monmouthshire with a genuine language choice. Also we have worked to ensure that our website and in particular transactional pages are coming on line in a bilingual format. That remains a challenge due to the volume of documentation that goes onto the website but regular monitoring ensures compliance..

## Managing change

We continue to be very pro-active with our recruitment process using a **Welsh Language skills assessment** for all vacant posts. The skills assessments are checked at the stage that the advert is sent for translation and this has led to an increase in the number of vacancies that have been assessed as Welsh desirable (details in Recruiting to empty posts (*Standard 154, 170(c)*) are detailed below).

The Welsh Language Officer continues to work through the **Workforce Planning** exercise and below is the current list of the divisions that have gone through the process:

Human Resources, Contact Centre, Libraries and Hubs in the north and south of the county, Policy and Performance, Community Partnerships Development Team, Youth Services, Planning, Building Control, Housing, Communication and Engagement, Leisure Services (part), Waste Services, Environmental Health.

The response from managers to the above process remains positive with increasing numbers of future vacancies highlighted as requiring Welsh Essential designation and the posts mentioned below are signs that the process is starting to bear fruit.

It remains important to highlight that it continues to be a challenge recruiting Welsh speakers to some of these roles. It would appear that the council is not yet seen as an employer of Welsh speakers and there are low levels of expectation in the old Gwent area as to the opportunities for Welsh speakers to secure roles where the ability to speak Welsh is either essential or desirable. Also do our Welsh medium educated students fully understand the benefits and opportunities that are out there for Welsh language skills in the jobs market.

Examples of this problem are not exaggerated and to highlight this three recent Welsh Essential vacancies for 4 vacant posts only attracted a total of 4 applications:

2 x swimming tutors (0), a receptionist (1) and a Welsh Language Youth Support Worker (3 applied but only 1 was sufficiently qualified – this person we have appointed). We advertised on our normal channels (council website, Facebook, Twitter, You Tube and the Monmouthshire Eisteddfod Database) and also specialist Welsh Language recruitment site Swyddle but once more we did not have a great response. It

must be said however that these are still early days for us as a Welsh language recruiter and there are plans to link up with Torfaen CBC and ABUHB and the Welsh medium schools careers fairs to encourage the children to use their Welsh language skills to shape their careers and futures.

Our **Welsh Language Line** remains popular. Having been established on the 4<sup>th</sup> July 2017 we have had in total 243 calls in total despite the number of calls being very few in the early months.

The following are the figures for the last financial year:

1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019 – 87 calls in total

The following is a list of the service required or the nature of the phone calls received by the Welsh line in the last financial year. This list will be useful when carrying out the ongoing Workforce Planning exercise in order to assist in the decision making process for differentiating between Welsh essential or desirable designations in vacancies.

- Welsh Language Officer 5
- Refuse 19
- Communications Team 9
- Council Tax 4
- Grass Routes/Passenger Transport 17
- Education 7
- Health and Safety 1
- Operations 3
- Events 3
- Social care 2
- Creditors 2
- Sports development 1
- Planning 2
- Leisure 1
- Environmental Health 1
- Elected members 2
- Social Care 1
- Freedom of Information 1
- Street Lighting 2
- Housing 1
- Chief Executive 1
- Other n/k 2

### **Data required each year from 1 April – 31 March**

- **Information on complaints (*Standard 158(2); 164(2); 170(2)(d)*)**
- **Information on staff language skills (*Standard 170(2)(a)*)**
- **Welsh medium training for staff (*Standard 170 (2)(b+c)*)**
- **Recruiting to empty posts (*Standard 154, 170(ch)*).**

## Information on complaints (Standard 158(2); 164(2); 170(2)(d))

In 2018-2019 we did not have any formal complaints from members of the public.

## Information on staff language skills (Standard 170(2)(a))

### Welsh Language Skills of Employees as at 31/03/19 (not including school based staff)

Staff Competency	Total	Beginner	Intermediate	Advanced	Fluent	Total
Welsh Language skills	2059	185	17	19	31	252

### Welsh language spoken skills by service area at 31 March 2019. (Not including school based staff)

	Beginner	Intermediate	Advanced	Fluent	Total
Resources	5	1	1	0	7
Social Care and Housing	59	5	5	10	79
Enterprise	86	7	8	11	112
Children and Young People	9	1	0	1	11
Deputy Chief Executive Dept	26	3	5	9	43
Grand Total	185	17	19	31	252

### Recruiting to empty posts (Standard 154, 170(ch)).

Job application processes have been amended to be fully accessible in Welsh in accordance with the Welsh Language Standards.

Below are the details of advertised posts in 2018 – 2019. Last year's figures included school based staff.

(a) The number of vacant/new posts advertised from 1st April 2018 – 31st March 2019; 314(491 in 2017 – 2018)

(b) The number of the vacant/new vacant posts advertised from 1st April 2018 - 31st March 2019 that had 'Welsh language skills essential'; 4 (9 in 2017 – 2018)

(c) The number of vacant/new vacant posts advertised from 1st April 2018 – 31st March 2019 that had 'Welsh language skills desirable or desirable but not essential'; 219 (294 in 2017 – 2018)

(d) The number of vacant/new posts advertised from 1st April 2018 – 31st March 2019 specified as posts where it is 'necessary to learn Welsh-language skills when someone is appointed to the post';  
0 (0 in 2017 – 2018)

(e) The number of vacant/new posts advertised from 1st April 2018 – 31st March 2019 that 'did not require Welsh language skills'; 93 (170 in 2017 – 2018)

(f) The number that did not include an assessment 1st April 2018 – 31st March 2019 - 0

(g) The number not stated 1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019 - 0

### **Welsh medium training for staff (*Standard 170 (2) (b+c)*)**

In 2018-19, we ran the following Welsh Language sessions and financially supported (fees and books) individuals in their own time:-

**31** members of staff signed up for the Cwrs Mynediad Year 1 Cymraeg yn y Gweithle 2 hour 30 week course provided by Coleg Gwent Welsh for Adults. These were supplemented by 7 members of the public who joined the classes.

**17** members of staff signed up for second year of the Cwrs Mynediad course.

**2** members of staff were funded to attend Cwrs Mynediad after work

**1** member of staff was funded to attend year 2 Mynediad after work

**1** member of staff was funded to attend year 1 Fast track course

**2** members of staff were funded to attend year 3 Sylfaen

**5** members of staff from Severn View were given bespoke carer training through the medium of Welsh

**14** members of staff have signed up to the free 10 hour Cwrs Croeso

Staff are funded to attend Coleg Gwent Welsh Weekend Courses in addition to weekly courses.

More classes will be offered in September 2019

