



Powys County Council Welsh Language Standards Monitoring Report 2018



Prepared in accordance with the requirements of the



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1. Introduction

Powys County Council is required to comply with the Welsh Language Standards, introduced under the Welsh Language (Wales) Measure 2011. The Welsh Language Measure gives the Welsh language official status in Wales, and its basic principles are that the Welsh language should be treated no less favourably than English, and use of the Welsh language should be promoted and facilitated, to make it easier for people to use Welsh in their day to day lives.

There are 5 main sets of Standards the Council must comply with, with the first ones becoming operational from 30 March 2016.

Service Delivery Standards – how the Council provides services through the medium of Welsh, including through correspondence, telephone services, meetings, documents, digital information, reception services, administering grants and contracts and promoting Welsh language services.

Policy Making Standards – how the Council considers the Welsh language and assesses impact on the Welsh language when making decisions and allocating grants, and how to adapt proposals in order to have a better impact on the Welsh language.

Operational Standards – how the Council provides opportunities and encourages the use of Welsh in its internal operations, including employment information and internal policies, complaints and disciplinary procedures, intranet services, training and resources for staff and the recruitment process.

Promotion Standards – prepare and implement a Strategy for promoting the Welsh language in the area, to increase the number of Welsh speakers and increase its use.

Record Keeping Standards – keeping specific records concerning the Council's performance in certain areas under the standards.

A copy of Powys County Council's compliance notice, which outlines all the Standards the Council is under duty to comply with, is available on the Council's website, as well as on the staff intranet.

This Monitoring Report is published to comply with Standards 158, 164 and 170, which state that the Council must prepare an annual report to deal with the way in which the Council complied with the Standards. This report's main focus is therefore on the period between 1 April 2017 and 31 March 2018.

2. Compliance with the Service Delivery Standards

Guidance for Staff on the requirements of the Service Delivery Standards are published on the Council's intranet. The standards are grouped within the Guidance, to make it easier for staff to locate the relevant standards.

Meetings are also held with service management teams to discuss the requirements and compliance with the Standards.

Correspondence – Standards 1-7

The guidance for staff state that the council must respond to correspondence in the language of the original letter or email; to ask for an individual's language choice when corresponding for the first time, and to keep a record of their choice; to send correspondence bilingually when sending correspondence to more than one person or where the language choice is not known; and that the Welsh language must be treated no less favourably than English. We also state that we are required to state in correspondence and publications that the Council welcomes correspondence in Welsh, and provide a standard sentence for doing so.

The council has included a sentence in its official headed paper template which invites people to contact the council in Welsh or in English, and that contacting in Welsh won't lead to any delay. There is also a template for email signatures, which includes the same invitation to contact the council in Welsh.

However, there have been instances where the council hasn't met the requirements. There are further details in Appendix 1: Welsh Language Standards Investigations

Customer language preference for written material and spoken services is recorded within the council's new customer relationship management system, as people register for a service account. This is a mandatory field within the registration process. When the preference is recorded, emails etc are sent automatically according to the recorded preference.

The council's process for recording information for social services also ask for the languages spoken by an individual and their first language, along with asking for their language preference, to enable allocating a Welsh speaking practitioner to work on cases where the clients speak Welsh. This is again a mandatory field within the recording process, and language details follow the client through the council's social services processes.

Telephone Calls – Standards 8-22

The guidance for staff outlines what the council must do when dealing with telephone calls, including a bilingual greeting; asking for an individual's language choice when calling them for the first time, and keeping a record of their choice; notifying callers that a Welsh service is available, and dealing with the call in Welsh if they wish; notifying callers that they can leave a message in Welsh; and saying that the Council welcomes calls in Welsh.

When someone calls the council's main telephone line, they are asked if they wish to continue with the call in Welsh. If they do, the call is directed to a Welsh speaker on duty in the call centre to deal with the call in Welsh.

On other telephone lines advertised by the council, for the Highways service, Social Service (Powys People Direct), Housing Renovations and Environmental Health, there is a bilingual greeting, and a language choice for continuing with the call.

A list of Welsh speakers in various services has been provided to enable call centre staff to direct calls to Welsh speakers in the relevant service area.

47% of the council's Customer Service staff speak Welsh (9 FTEs out of 19).
The average time taken to answer calls in Welsh and English are as follows;

Reception calls

Average time taken to answer calls in Welsh – 67 seconds

Average time taken to answer calls in English – 85 seconds

Galwadau i wasanaethau penodol

Average time taken to answer calls in Welsh – 4 minutes 10 seconds

Average time taken to answer calls in English – 4 minutes 21 seconds

Meetings with the Public – 24-36

There is guidance on the requirements of the Standards on the council's intranet, which outline the considerations and requirements when conducting meetings with the public, including in which language they wish to contribute, providing simultaneous translation, sending invitations and publishing materials bilingually, announcing at meetings that a translation service is available and that people are welcome to contribute in Welsh.

The council has also produced guidance on 'Arranging Bilingual Meetings' to help those who organise meetings to ensure successful bilingual meetings.

There is a standard sentence on agenda templates for all council meetings which states that people are welcome to contribute in Welsh (where they are permitted to contribute to the meeting), and asking them to notify the council as to which language they will be using.

Meetings of the Full Council and Planning Meetings are held bilingually on all occasions, with simultaneous translation provided for those who don't understand Welsh. Simultaneous translation is provided at other council meetings based on responses to the question on the agenda asking in which language people wish to contribute.

A standard sentence has also been provided to committee chairs stating that people are welcome to contribute in Welsh at the meeting, and that a translation service is provided, where that is the case.

However, there have been instances where the council hasn't met the requirements. There are further details in Appendix 1: Welsh Language Standards Investigations, along with actions undertaken by the council to ensure future compliance with the standards.

Bilingual Documents – Standards 37-51, 69-70

The council's policy is to publish any documents, forms, leaflets, public notices etc bilingually, with the Welsh on the left and English on the right, or the Welsh text above the English. However, from time to time, documents are published in a tilt and turn format, or documents are published separately in Welsh and English.

The Guidance for Staff outline the requirements, and the Council's Design Guide also emphasises that all information produced for the public should be bilingual, and that the Welsh language should be treated no less favourably than the English language.

The design guide also notes that design has an important role in promoting the Welsh language, and that both languages should be visible on one page, in letters, forms, leaflets, public notices or larger documents, and that the Welsh language should be placed where it is likely it will be read first.

The guide also states that documents which invite the public to contact the council should state that the council welcomes that contact in Welsh.

Public Website, Social Media and Apps, and Self-service Machines – Standards 52-60

The guidance on the requirements of the Standards on the council's intranet regarding the public website state that the text of each page of the Council's website must be available in Welsh, and each Welsh language page must be fully functional, the interface and menus on every page of the website must be available in Welsh and the Welsh language must not be treated less favourably than the English language on the website. It is also stated that each English webpage must state that the page is also available in Welsh, and provide a direct link to the corresponding Welsh page.

The council's main social media accounts have corresponding accounts in Welsh and English, with the same information published in both languages at the same time within those accounts. Service accounts publish information in both languages in the same account.

The Council's Social Media Policy States: 'Messages should be either bilingual on one account or two accounts can be operated (in both Welsh and English) with identical content'.

The guidance on the intranet state that the Welsh language must not be treated less favourably than the English language when using social media; if someone contact the Council in Welsh through social media, the response (if required) should be in Welsh.

However, there have been instances where the council hasn't fully met the requirements. There are further details in Appendix 1: Welsh Language Standards Investigations, along with actions undertaken by the council to ensure future compliance with the standards.

Following the investigation, a presentation on social media use was given to the council's Digital Support Network, which includes representatives from each department responsible for digital material. The presentation outlined the requirements of the Standards and suggests ways in which services can comply, and publish information in Welsh, including forward planning and having a bank of useful posts, ensuring the use of Welsh by using Welsh speakers within the team or contacting the translation unit, keeping posts simple, and using Welsh greetings and hashtags.

A series of training sessions on using Social Media has been arranged by the council's Communications Team, which will target staff who use social media within their work, to coincide with publishing a new Social Media policy. There will be a specific section within the training on the Welsh language and the Standards which concern social media.

The Standards guidance on the council's intranet also states that each app must function fully in Welsh, that the Welsh language must not be treated less favourably than the English language within apps, and that self-service machines should also function fully in Welsh, with the Welsh language treated no less favourably than English.

The council has installed new self-service machines in all its car parks, which work completely bilingually. The first screen offers a language choice – Welsh or English, and if the customer starts using the machine without selecting a language, it goes to the Welsh screen by default.

Signs – Standards 61-63

The council's policy is that all signs are bilingual, with the Welsh text appearing above the English, or with Welsh on the left and English on the right.

Reception Services – Standards 64-68

All the council's main reception posts are posts where the ability to speak Welsh is essential. The council has produced signs to use at reception areas to state that people are welcome to speak Welsh at the reception, and working Welsh badges and lanyards have been given to staff so that the public can identify that they can provide services through the medium of Welsh.

Awarding Grants – Standards 71-75

Questions about the impact on the Welsh language and how to promote and encourage the use of Welsh have been included on the templates for applying for grants through the council, and are part of the information and criteria for assessing the applications.

The forms and the whole application process is available in Welsh, and provided according to the language of the original application.

Awarding Contracts – Standards 76-80

Invitations and tender documents are published in Welsh if the topic or anticipated audience suggest that they should be published in Welsh. This has included the tender process for pre-school provision, and also for the Flying Start Scheme. This includes the invitation, the brief, background documents and the application forms. The subsequent process is then provided according to the language of the application.

All contracts awarded by the council also include clauses on the requirements to provide services according to the Welsh Language Standards.

Promoting Welsh Language Services – Standards 81-82

The guidance for staff on the council's intranet outlines the requirement to promote any service provided in Welsh by the council, that it should be advertised in Welsh, and that any publicity that refers to the service should state that the service is available in Welsh.

Council services are promoted digitally, and information on all council services is provided bilingually on the public website.

Information about services is also published in press releases, which are published bilingually on the council's website, and sent bilingually to several news sources. Information is also published on the council's social media accounts. These are corresponding accounts in Welsh and English, with information published in both languages.

The council has a page on its public website referring to the Standards it must comply with, and how the council will provide services in Welsh.

Corporate Identity – Standard 83

The council's corporate identity is bilingual.

The templates for letters, Powerpoint presentations, images to use in emails etc are all available bilingually, and documents are published bilingually, following the relevant requirements, through the design process.

The council's Design Guide also emphasises that all documents, promotion material and other information produced for the public should be bilingual, and that the Welsh language should be treated no less favourably than the English language. The council favours presenting both languages side by side within the document, with the Welsh text on the left and the English on the right, or the Welsh text above the English.

The design guide also outlines how to produce materials bilingually, and includes templates and examples of business cards, complement slips, letter templates and signs etc

Public Address Systems – Standard 87

The announcement is given bilingually when using the elevator in the council's offices.

3. Compliance with the Policy Making Standards

Powys County Council has developed an impact assessment procedure to accompany the council's decision making process, to ensure compliance with the Policy Making Standards. The procedure combines the assessment of impact on the Welsh language with assessing the impact on equality, the well-being of future generations, and on the council's priorities, as outlined in its vision. The procedure also considers risk.

An impact assessment is required to accompany any report going to cabinet for decision; new policies, service change proposals, service improvement proposals or budget decisions, and the intention is to support effective decision making and ensuring compliance with relevant legislation. It is also emphasised that it is a tool for developing ideas from the outset, to ensure all the relevant aspects are considered when proposals are developed, and to ensure the best outcome from the process for stakeholders.

The questions on the impact on the Welsh language include the impact on;

- Opportunities to use the Welsh language, and on not treating the Welsh language less favourably than English
- Opportunities to promote the Welsh language
- The impact on staff in terms of the Welsh language

The guidance that accompanies the assessment form also includes a series of questions for the ones completing the form to consider.

The form requires that the impact is measured on a scale of 'Very Poor' to 'Very Good' based on evidence, or Unknown if further evidence is required to determine the impact. There is also a column to outline what the council will do to mitigate the impact, to ensure an improved outcome for the Welsh language as a result of the decision, and to measure the impact after the mitigation.

There is a direct link between the Impact Assessment and the council's decision making process, as the cabinet report template asks if an impact assessment has been completed, requires the assessment to be attached to the report, and a section in the report template requires a summary of the impacts identified in the assessment.

Training is provided to staff who undertake the assessments, which is provided by the council's Welsh Language Office, Equalities Officer and the officer responsible for the Well-being of Future Generations agenda within the council. Training and presentations have also been provided for the council's Cabinet and members of the Scrutiny committees. This has led to a significant improvement in the quality of the assessments.

4. Compliance with the Operational Standards

Guidance for staff on the requirements of the Operational Standards is available on the council's intranet.

Meetings are held with council departments to discuss the requirements and compliance.

Providing Employment Documents in Welsh – Standards 99-104

The council's job application form includes a question asking for language preference for receiving communication in future, with the contract, forms and correspondence sent according to the language selected.

The process for arranging leave or other absence from the workplace, along with the process for claiming expenses, pay slips, enrolling on courses, recording of skills or specific training, and the process for recording and updating personal details, is provided by the council through the online iTrent system.

The council provides all these services in Welsh for staff through the use of Linguaskin software.

Human Resources Policies - Standards 105-111

All council HR policies are provided in Welsh on the staff intranet.

Complaints and Disciplinary Procedures – Standards 112-119

The council's complaints and disciplinary procedures are available to staff through the medium of Welsh.

The Council's Intranet and IT Resources – Standards 120-126

Cysgliad software for checking Welsh spelling and grammar, and a Welsh-English dictionary, is available for all council staff to download as is required.

Instructions on downloading the software are available on the Welsh language Resources pages on the intranet.

There are also links to the online Welsh Academy Dictionary and the TermCymru website.

The date for ensuring that all council intranet pages are available in Welsh, that all pages are functional, and that the Welsh language is treated no less favourably than the English language on the intranet is 30 September 2018. The council is currently developing a new intranet that will enable providing information completely bilingually, in a way that will treat both languages equally, with each of the pages working in the same way, by that date.

Currently, the homepage is provided bilingually, with a toggle button to move from one language to the other. The interface and menu on the homepage is also provided in Welsh, with each button working and linking to the relevant location.

There are also pages on the intranet which have support material to promote the Welsh language, to help and encourage staff to use Welsh in the workplace, and providing guidance for staff on how to comply with the requirements of the Welsh Language Standards.

These pages include;

- General information about the Welsh language in Powys, the Welsh Language Standards and the Compliance Notice
- Guidance for staff on the requirements of the Welsh language Standards, and how to comply
- Information about courses to develop Welsh language skills, and the council's 'Introduction to Welsh' booklet and audio tracks for complete beginners
- Useful resources to help staff use the Welsh language
- Information about the council's translation unit, and how to arrange written and simultaneous translation, and guidance / consideration when arranging bilingual meetings

Staff Language Skills – Standard 127

Powys County Council records staff language skills according to ALTE levels 0-5.

The skill levels are recorded through self-assessment by the staff themselves, and are stored within a database in the council's iTrent Human Resources site.

For new staff, who have joined the council since April 2017, the language skill level is transferred automatically from the record in their job application form. Staff who worked for the council before that date are required to access iTrent and record their language skill level directly within the system.

Monthly staff language skills reports are generated according to service and directorate within the authority.

Details of the language skills levels are provided in the Record Keeping Standards section, below.

Staff Training – Standards 128-133

All staff are offered opportunities to access training to develop their Welsh language skills, through a variety of sources;

- During 2017-18, council staff have attended community courses, during the working day and in the evenings, as is appropriate for the individual, funded by the council.
- Staff have also attended the intensive Work Welsh course, receiving two full days per week of training for a period of six months.
- Staff have also undertaken the online 'Work Welsh Welcome' course. In the new Recruitment and Welsh Language Policy, adopted by the council on 1 April 2018, it is required that all new staff members joining the authority at ALTE level 0 or 1 in the Welsh language undertake the 'Work Welsh Welcome' course within a reasonable period.
- Some staff also attend other Welsh courses, specifically tailored for them.

Data on the number of staff who have undertaken Welsh courses is provided in the Record Keeping Standards section below.

Welsh language awareness sessions are provided as part of the induction process for new managers joining the council. The session includes information about the Welsh language in Powys and Wales, information on legislation and the requirements of the Standards, and information to outline the importance of providing services through the medium of Welsh.

The induction process for general staff happens between staff and their managers, and the induction pack includes a section about the Welsh language.

The Welsh Language Resources pages on the intranet have a Welsh language awareness section, which includes links to the Our Language short films on Welsh Government's Hwb website, and to the More than Just Words language awareness films.

Wording and Logo for Staff Email Signatures – Standards 134-135

A logo and wording for staff email signatures have been provided within the Welsh language resources pages on the intranet, to help staff use Welsh in the workplace.

The council has also produced a bilingual staff email template, which includes a sentence inviting people to contact the Council in Welsh or in English, and that contacting in Welsh won't lead to a delay. The template for staff who speak Welsh also includes the working Welsh logo.

Recruitment Process – Standards 136-140

Powys has adopted a new 'Recruitment and Welsh Language' policy, which became operational on 1 April 2018. The purpose of the policy is to be clearer on the skills required for any particular post, and to allay concerns from potential recruits about language skills.

The main objective is to move away from the practice of using Welsh 'Essential' or 'Desirable' when recruiting, and rather to outline the language skills or levels required for a role, from Level 1 to Level 5. The ability to speak Welsh at Level 1, or a willingness to learn within a reasonable period, is now the minimum requirement for joining the council. This includes the ability to pronounce Welsh personal names and placenames, and being able to give and respond to greetings in person and over the phone. Support is provided for those now yet at level 1 to reach that level.

Under the policy, recruiting managers must consider the skills required for a particular post, along with the skills currently within their team, to ensure they have enough Welsh language skills within the team to be able to provide services according to the requirements of the Welsh Language Standards and More than Just Words, Welsh Government's Strategy for the Welsh Language in Health and Social Care.

Job Description and Person Specification templates have been amended to correspond to the new policy, and they will be monitored through the Job Evaluation process.

The council's recruitment process is provided through the recruitment pages on the public website, with the whole process being available in Welsh. Job Descriptions and Person Specifications are published bilingually on the Welsh and English pages.

By going into the recruitment pages on the Welsh side of council's website, all the forms and materials are available in Welsh. Paper forms are also available bilingually.

The form also has questions asking in which language applicants wish to receive correspondence about their application, and in which language they would wish to have their interview. When applicants state that they wish to have their interview in Welsh, the council in the first instance will try and ensure that the interview panel is completely bilingual, but if that isn't possible, simultaneous translation is provided.

The council has established a fund for advertising some posts where fluency in Welsh is required through Welsh language recruitment sites. The purpose of the fund is to give an extra push to recruit

into these key roles, beyond the council's usual recruitment process. During the year, 11 posts were advertised through those sites.

Signs – Standards 141-142

The council's policy is that all signs are bilingual, with the Welsh text appearing above the English, or with Welsh on the left and English on the right.

The council's Design Guide outlines how internal signs should be designed, with the Welsh text in green and the English in red, and the Welsh text above the English

Workplace announcements – Standard 144

The announcement is given bilingually when using the elevator in the council's offices.

5. Compliance with the Promotion Standards

The council has adopted a Welsh Language Promotion Strategy, which will be the first step towards Powys' contribution to achieve the Welsh Government's aim of 1 million Welsh speakers by 2050.

To achieve this, a third of Powys' population must speak Welsh by 2050, but the target for this first strategy will be to restore the proportion of Welsh speakers in Powys to at least 21.1%, the level of the 2001 Census.

The council's aim during the strategy is to set the infrastructure to support the 3 strategic themes outlined in Welsh Government's Cymraeg 2050 strategy for 1 million Welsh speakers by 2050, which are to;

- Increase the number of Welsh speakers;
- Increase the use of Welsh; and
- Create favourable conditions in which to develop and protect the language.

We will do this by working in 6 key areas, each with actions to ensure progress under Welsh Government's strategic themes.

Powys County Council's 6 key areas for action are;

1. Planning and language policy
2. Normalisation
3. Education
4. People
5. Support
6. Rights

To ensure success within the 6 areas for action outlined above, action will be required within additional general priority areas to support that work, including mapping what is currently being done within the county to promote the Welsh language, and the opportunities and activities currently available in Welsh; looking at methods, in addition to census results, to measure the impact of Welsh language promotion activity; publicising success in promoting the Welsh language and the advantages of operating bilingually; influencing population movements, through housing and planning policy, information for newcomers about the Welsh language in their communities, and looking at conditions which would attract Welsh speakers to live and work in the county.

6. Performance Report: Record Keeping Standards

Language Skills Record

Powys County Council records staff Welsh language skills using the following competency levels from 0 to 5;

Competency level	Definition
0	Very little or no knowledge of Welsh.
1	I can pronounce Welsh personal and place-names correctly, and I can give and respond to basic greetings on the telephone or in person.
2	I can communicate routine tasks requiring a simple exchange of information on familiar topics and activities. I can handle very short social exchanges, even though I can't usually understand enough to keep the conversation going myself.
3	I can deal with most situations likely to arise whilst travelling in an area where the language is spoken. I can enter unprepared into conversation on topics that are familiar or pertinent to everyday life (e.g. family, hobbies, work).
4	I can interact with a degree of fluency and spontaneity that makes interaction with native speakers possible. I can take an active part in discussion in familiar contexts.
5	I can take part effortlessly in any conversation or discussion and have a good familiarity with idiomatic expressions and colloquialisms. I can express myself fluently and convey finer shades of meaning precisely.

Skills are recorded by self assessment by the staff themselves, and the data is stored within the council's iTrent Human Resources site.

For new staff, who have joined the council since April 2017, the language skill level is transferred automatically from the record in their job application form. Staff who worked for the council before that date are required to access iTrent and record their language skill level directly within the system.

The latest language skills data for council staff is as follows;

Directorate	No Data	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
Chief Executive and Member Services	12.7%	7.3%	41.8%	3.6%	3.6%	5.5%	25.5%
People	34.3%	20.4%	26.9%	9.9%	3.1%	1.9%	3.4%
Place	44.6%	18.5%	24.8%	4.7%	2.7%	1.5%	2.6%
Resources	27.1%	25.3%	28.4%	8.7%	2.8%	1.9%	5.6%
Schools Service	22.9%	10.5%	25.7%	14.3%	8.6%	3.8%	13.3%
Workforce and Organisational Development	35.4%	22.9%	25.0%	6.3%	4.2%	0.0%	6.3%
Powys County Council	37.5%	19.8%	26.3%	7.1%	3.1%	1.8%	4.1%

- Powys County Council has a language skill record for 62.5% of its staff.
- 19.8% of council staff have no Welsh language skills
- 33.4% of staff can communicate routine tasks or can handle short social exchanges, or can give greetings and pronounce names correctly as a minimum.
- 9% of staff can either deal with most situations likely to arise and take part in discussions in familiar contexts, or are completely fluent.

Recruitment

Under the council's Recruitment and Welsh Language policy, which became operational on 1 April 2018, Welsh language skills are required for all posts being advertised, with the recruiting manager required to set the appropriate level from 1 to 5 (please see the comment on Standards 136-140 above). This is outlined in the job description and person specification for all posts being advertised.

During 2017-18, 113 of the posts advertised by the council required Welsh language skills at level 4 or 5 (please see the table above for a full description of the levels), which were the posts where fluency in Welsh was required for the role.

Welsh Language Training for Staff

During 2017-18, opportunities for s.

Work Welsh Welcome 10-hour on-line course

The council has registered as an employer for the Work Welsh Welcome 10-hour on-line course. According to the report by the National Centre for Learning Welsh, so far;

- 146 have registered on the course
- 4 have completed the course
- 104 are in the process of undertaking the course
- 40 have yet to start the course

Learn Work Welsh Intensive Course

A Learn Work Welsh Intensive Course was established by working with partners within the county, with 5 Powys County Council staff attending the course for 2 days per week from the end of September 2017 to the end of March 2018, leading to excellent results for those attending.

Community Welsh for Adults courses

Staff also attended community Welsh for Adults courses, provided during the day and in the evenings, with the council supporting those members of staff attending. 18 members of staff attended courses at various levels.

Other methods

Staff were also supported in attending summer schools and through less formal learning methods, e.g. 1 to 1 learning.

Appendix 1: Welsh Language Standards Investigations and Complaints

The table below outlines the Welsh Language Standards Investigations and complaints received by the council during the 2017-18 financial year

Standards Investigations 2017-18				
Investigation Code	Date of First Communication	Topic	Stage in the Process	Actions
CSG218	19/06/2017	Planning Meeting The Commissioner received a complaint that there was no simultaneous translation at the meeting, that there was no opportunity for those contributing to do so in Welsh, and that the committee papers were available in English only for a discussion about an area where a large proportion of the population speak Welsh.	The council has received a Final Report, with actions to complete within 28 days	1. Powys County Council must check that all adverts and invitations used for meetings open to the public clearly state that anyone present is welcome to speak Welsh in the meeting.
				2. Powys County Council must ensure it asks persons invited to address the Planning Committee if they wish to do so in Welsh, and if at least one person informs the council that they do, the council must provide simultaneous translation from Welsh to English at the meeting.
				3. Powys County Council must ensure a simultaneous translation service from Welsh to English is provided at all meetings open to the public.
				4. Powys County Council must develop a standard process to assess the the topic and audience for documents prepared for public use. The process must determine if the document must be published in Welsh in accordance with Standard 47.
CSG229	06/06/2017	Correspondence The Commissioner received a complaint that correspondence sent by an insurance company operating on behalf of the council was	The council has received a Final Report, with actions to complete within 3 months.	Powys County Council must provide instructions to third parties on how to comply with the Welsh Language Standards when sub-contracting. The council had already established a process for ensuring letters pertaining to this particular issue were sent in Welsh, by ensuring

		sent in English only, when the complainant had contacted the council in Welsh.		that correspondence was translated by its internal translation unit on behalf of the insurance company.
CSG249	25/07/2017	<p>Social Media and Correspondence</p> <p>The Commissioner received a complaint that content appeared in English only on social media accounts administered by council departments, and that no response was sent to correspondence sent to the council in Welsh</p>	The council has received a Final Report, with actions to complete within 28 days and 3 months	<p>Powys County Council must ensure that its policy on responding to correspondence makes it clear that the Welsh language should be treated no less favourably than English.</p> <p>Powys County Council must provide instructions, guidance and support to staff on how to respond to correspondence in Welsh in accordance to its policy on answering correspondence and according to the requirements of Welsh Language Standard number 1.</p> <p>The council must take these steps within 28 days of the date of the final investigation report</p> <p>Powys County Council must prepare an action plan to ensure Welsh is treated no less favourably than English on social media.</p> <p>The action plan must include:</p> <ul style="list-style-type: none"> • The council's policy for publishing content on social media • Procedures for publishing Welsh content on social media • Staff awareness of the requirements of the Welsh Language Standards in relation to publishing content on social media • Training for staff <p>Powys County Council must prepare the first draft of its action plan within 3 months of the decision notice</p>

				<p>Steps already taken by the council:</p> <ul style="list-style-type: none"> • Content on the Sports Powys and Powys Archives social media sites is now provided bilingually • Training on preparing bilingual content has been provided to the council's Digital Support Network • A series of training sessions on social media use has been arranged by the council's communications department to coincide with publishing its new social media policy. The training will include a section on the requirements of the Welsh Language Standards.
CSG264	29/08/2017	<p>Bus Timetables</p> <p>The Commissioner received a complaint that a bus timetable appeared in English only at a bus stop in Llandrindod</p>	<p>The council has received a Final Report, with actions to complete within 90 days and by 31 October 2018</p>	<p>The council must make arrangements to ensure that any new software used to enable it to provide services enables the council to comply with the Welsh Language Standards.</p> <p>Within 90 days of the Commissioner's final decision.</p>
				<p>Powys County Council must comply with Standard 69 by checking that all bus timetables within its area are displayed in Welsh, ensuring that the Welsh language is treated no less favourably than English.</p> <p>This must be completed by 31/10/2018.</p>
CSG293	29/11/2017	<p>The Council's Website</p> <p>The Commissioner received a complaint regarding the council's Modern.gov webpages – that the link from the Welsh Council and Democracy page directed to an English page, and that some English text appeared on the Welsh pages.</p>	<p>Evidence was submitted as part of the investigation process, along with comments on the proposed report and decision notice.</p>	<p>Steps already taken by the council:</p> <ul style="list-style-type: none"> - The link has been changed to link directly to the Welsh page on modern.gov from the Welsh Council and Democracy page - The content appearing in English within the Welsh committee list has been translated - We are looking through the site to identify any other text awaiting translation

Complaints 2017-18				
Complaint Reference	Date	Complaint Details	Complainant	Response / Action
1-2017/18	6 June 2017	A complaint that a response was not sent to an email in March regarding the Welsh in Education Strategic Plan and papers pertaining a proposal to close the Welsh stream in Brecon High School.	Dewi Jones	<p>The complaint became subject to an investigation by the Welsh Language Commissioner (CSG355) in May 2018.</p> <p>In the meantime, the council has responded to the original complaint regarding the Welsh in Education Strategic Plan and papers pertaining a proposal to close the Welsh stream in Brecon High School.</p>
2-2017/18	12 August 2017	A complaint that providing forms pertaining to the electoral process is a waste of money, and that forms should be produced in English only in future and spend the money in a different way.	Lynn Tonkin	<p>A response was sent on 16 August 2017 outlining the requirement to publish information bilingually under the Welsh Language Measure and Standards, referring in particular to Standard 50 regarding forms, and the implications of not complying.</p> <p>The response also stated that Powys is a bilingual county, with 1 in 5 of the residents speaking Welsh, and Welsh speakers in all parts of the county, and although some areas only have a small proportion of the population who speak Welsh, there are areas where over 60% of the population speak Welsh.</p> <p>The response stated that each of those individuals, wherever they live in the county, is entitled to receive council services in Welsh, and that the council considers it important to provide services through the medium of Welsh to its residents.</p>
3-2017/18	5 September 2017	A complaint that material was published in English only by an organisation working on behalf of the council.	Menter Maldwyn	The officer in responsible for the contract contacted the organisation to ensure they operated according to the requirements of the Standards, as is outlined in their contract.
4-2017/18	3 October 2017	A complaint that a traffic warden could not speak Welsh	Miriam Collard	An apology was sent to Ms Collard, acknowledging that although some members of the Civil Enforcement Team spoke Welsh, the officer in question was not able to do so. The council apologised that

				<p>the officer had not been able to deal with the issue in Welsh at the time, and had not offered to direct Ms Collard to a member of the team who would have been able to do so.</p> <p>The letter also stated that Powys is working with other authorities to ensure more services can be provided in Welsh, e.g. the arrangement with Denbighshire Council to provide a facility for paying fines, and that we were pleased that the arrangement with Denbighshire had led to a more positive experience for Ms Collard when making the payment by telephone.</p>
5-2017/18	18 November 2017	<p>The complainant questioned why her address couldn't appear in Welsh only, rather than in a mixture of both languages. The name of the town appears bilingually on signs, but mail from any company, where it is only possible to supply an address by providing a post code, arrives in 'Wenglish'. The complainant stated that this confirms that Powys treats the Welsh language less favourably than English.</p>	Beryl Wyn Hughes	<p>A response was sent to say that the council's database for storing address information is bilingual, and therefore the address should appear in Welsh when using the Welsh pages on the council's website, and that the council could check that if the complainant provided her address.</p> <p>Other companies buy address details from other providers, with the majority getting them from the Royal Mail. It is very difficult to influence the Royal Mail in terms of their address list, as they insist it is their list for delivery purposes.</p> <p>It was suggested that the complainant could contact the Royal Mail directly to ask them to change the record they hold for the address, and that the Council's Street Naming and Numbering Department could also send a notice to other organisations of the correct official address for the property, to encourage them to change the record within their lists.</p> <p>No further response was received from the complainant.</p>
6-2017/18	12 March 2017	<p>A telephone call with a complaint that the complainant had not had an answer when choosing Welsh when telephoning the council.</p>	Mrs Hawkins	<p>Customer Services contacted the complainant to apologise for the difficulties she had when attempting to contact the council in Welsh.</p> <p>The calls had been during a very busy time due to delays and changes to the refuse collecting schedule because of snow, which had</p>

	<p>The complainant had called twice, having to wait 10 minutes each time.</p> <p>After choosing English, the call was answered within a minute or two.</p>		<p>impacted the Welsh and English lines, and a period of sickness for two Welsh speaking members of the team which had added to the difficulties.</p> <p>However, there were 5 Welsh speaking members of the team available to take calls, and from reviewing the service statistics, the longest waiting time had been 5 minutes 24 seconds.</p>
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