

# Appendix 1: CS092 Quarterly Progress Report (BGCBC)

## Purpose of Report

The purpose of this report is to provide an update on actions taken to implement the Action Plan written in response to the investigation opened on the Council by the Welsh Language Commissioners Office. For background information on the investigations findings and our monitoring procedures please see supporting reporting at Appendix 4.

## Telephone Actions

The investigation was opened due to concerns raised during the WLCO's monitoring of the Council's compliance with the Welsh Language Standards. The following information provides an update on the work that has taken place to improve our compliance with the standards raised during the investigation surrounding our telephone services.

### Standards raised during the investigation:

**Standard 8:** When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.

**Standard 11:** When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if the person so wishes –

- a) until it is necessary to transfer the call to a member of non-Welsh speaking staff who can provide service on a specific subject matter; until no Welsh speaking member of staff is available to provide service on that specific subject matter.

**Standard 17:** When there is no Welsh language service available on your main telephone number (or on one of your main telephone numbers), on any helpline numbers or call centre numbers, you must inform the caller (whether by means of an automated message or otherwise) when a Welsh language service will be available.

In order to improve our compliance with the standards raised surrounding our telephone services we began by reviewing the staff guidance on how to greet callers using the Welsh language. The Welsh Language Support Officer, assisted by feedback from customer service team managers updated the slides to simplify the language and including two sound clips of each phrase, one recited slowly the other at a regular conversational pace. These amendments are intended to make the slides more user friendly, even to staff who do not currently have any Welsh language skills. This improved guidance was used to support development of further training for staff with lower levels of Welsh language ability.

*(Contributing to action points references S8.1a, S8.2a, S11.1a, S17.1a)*

The updated guidance was promoted to all staff as part of the Welsh Language Communications Plan to highlight the importance of greeting callers in Welsh and support staff in fulfilling this requirement. **(S8.1d, S11.3b, S17.2a)**

Given the low numbers of staff members fluent in Welsh we have included guidance on how to arrange a call back in Welsh when a Welsh speaker is available. Having identified the priority phone lines, we have begun working with on developing their voicemails and IVR set ups to improve the quality of our Welsh language customer service. **(S8.1c)**

The Strategic Transformation Team is currently conducting an organisation wide telephony review and as such were able to identify the C2BG Contact Centre, Council Tax/Revenues and Housing to be the highest call volume service areas with automated messaging. **(S8.1b, S17.1b)** Work has begun to improve the quality of the automated messages and IVR functions on these lines, currently there are three fluent Welsh speakers across these lines with other staff in training. Furthermore, during the reviewing of the Welsh speaking staff on the intranet telephone directory's information, a problem was discovered when processing the update requests. This technical issue has since been resolved and we have planned promotion of the importance that staff keep their information up to date within the Welsh language communications plan. **(S11.1b, S11.1c)** For the time being the priority high volume call lines have nominated Welsh Language Champions across the teams that are able to provide a Welsh telephone service. **(S11.1d)**

The high call volume service areas identified within the telephony review, alongside a number of staff from the Children and Adults IAA teams, are currently attending weekly tutor-led virtual Welsh language training. **(S11.2a, S11.2b, S11.3a)** This course is a part of the Work Welsh Scheme delivered by Dysgu Cymraeg / Learn Welsh, and as such fully funded. The course will run for 35 weeks, meeting for two hours weekly accumulating 70 hours of training, those attending the sessions have also formed a community of practice to reflect on what they have learnt in between sessions. **(S11.1d)**

## **Exceptions / Looking Forward**

### **S11.2d: Improve recruitment process for Welsh language speakers in accordance with Welsh Language Standard 136 (S136.1, S136.2, S136.3, S136.4 & S136A.1, S136A.2)**

Work surrounding improving the recruitment process has begun, although prior to moving forward with our proposed improvements to the skills assessment arrangements Blaenau Gwent Council was invited to the WLCO's seminar surrounding recruitment. The WLCO undertook an in-depth review of 24 organisations' recruitment arrangements and assessment of the need for Welsh language skills, the findings were presented at the seminar in July 2023. In order to ensure we improve our recruitment process effectively, we delayed the implementation of the proposed changes to the skills assessment to check our changes reflected the best practice set out within the WLCO guidance.

**Standard 8: When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.**

**S8.1** The Council must develop a standard Welsh language telephone greeting.

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	BRAG
S8.1A	Review current guidance for telephone greeting customer-facing service areas and make necessary amends.	Mar-23	June-23	Sarah King  Bernadette Elias	Katherine Watkins-Hughes (Policy & Partnerships)  Leanne Roberts (Customer Experience)	Policy & Partnerships / Customer Experience service area budgets	Working with customer service managers we have updated the telephone greeting guidance.
S8.1B	Identify service areas with automated messaging service and high-call volumes via BG Council Telephony Review Project (S8.4A) and review compliance.	Mar-23	June-23	Bernadette Elias	Rebecca Morales-Reeves (Strategic Transformation Team)	Strategic Transformation Team service area budget	The high-call volume service areas with automated messages have been identified work to strengthen compliance is underway.
S8.1C	Develop consistent pre-recorded Welsh greeting automated message to be used by Customer-facing services, where appropriate, including pre-recorded bi-lingual Voicemail messages (S8.4B).	Mar-23	Oct-23	Bernadette Elias	Rebecca Morales-Reeves (Strategic Transformation Team)  Katherine Watkins-Hughes (Policy & Partnerships)	Strategic Transformation Team service area budget	As noted above this work is currently underway.

S8.1D	Promote amended Welsh Language telephone greeting guidance to all staff via Welsh Language Communications Plan (S8.3A)	Mar-23	June-23	Bernadette Elias	Carolyn Jenkins (Communications)	Communications service area budgets	Guidance has been promoted to all staff via email poster and is scheduled to be re-promoted within Welsh Language Communications Plan with supporting promotion included within managers brief.
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<b>S8.2</b>	<b>The Council must train all Council staff dealing with telephone calls from the public on how to give the standard Welsh telephone greeting accurately and in compliance with Standard 8.</b>						
<b>Ref.</b>	<b>Action</b>	<b>Start</b>	<b>Finish</b>	<b>Corporate Leadership Team Lead</b>	<b>Action Lead(s) / staffing commitments</b>	<b>Budgetary Commitments *</b>	<b>BRAG</b>
S8.2A	Use improved guidance (S8.1A) to develop mandatory Welsh language training slides on greeting accurately for all staff.	Mar-23	June-23	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	The updated guidance have been used to support the training slides available to staff on the intranet.
S8.2B	Promote Welsh language training slides on greeting accurately via Welsh Language Communications Plan (S8.3A)	Mar-23	June-23	Bernadette Elias	Carolyn Jenkins (Communications)	Communications service area budget	See action S8.1d.
<b>S8.3</b>	<b>The Council must raise awareness within its staff of the importance of providing a Welsh greeting and of including a Welsh greeting at the beginning of calls.</b>						
S8.3A	Development and implementation of CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	Scheduled communications are in place following those that have already been sent out.
S8.3B	Management teams to proactively raise awareness of the importance of providing a Welsh greeting and at the beginning of calls via Team Meetings / 1-1s. Promotion via Managers Brief included with CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Oct-23	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	See action S8.1d.

<b>S8.4</b>	<b>The Council must evaluate any automated greeting messages to check that a greeting in Welsh is placed on the automated message if a greeting is given in English.</b>						
S8.4A	Identify service areas with automated messaging service and high-call volumes via BG Council Telephony Review Project (S8.4A) and review compliance	Mar-23	Apr-24	Bernadette Elias	Rebecca Morales-Reeves (Strategic Transformation Team)	Strategic Transformation Team service area budget	See S8.1C
S8.4B	Develop consistent pre-recorded Welsh greeting automated message to be used by customer-facing services, where appropriate, including pre-recorded bi-lingual voicemail messages	Mar-23	Oct-23	Bernadette Elias	Katherine Watkins-Hughes (Policy & Partnerships)  Rebecca Morales-Reeves (Strategic Transformation Team)	Strategic Transformation Team service area budget	See S8.1C
<b>S8.5</b>	<b>The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 4 have been completed.</b>						
S8.5A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

\* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration.

**Standard 11: When a person contacts you on your main telephone number (or on one of your main telephone numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if the person so wishes –**

**a) until it is necessary to transfer the call to a member of non-Welsh speaking staff who can provide service on a specific subject matter; until no Welsh speaking member of staff is available to provide service on that specific subject matter.**

**S11.1 The Council must put in place guidelines for all staff on how to deal with telephone calls in accordance with Standard 11.**

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	
S11.1A	Review current guidelines for Welsh language telephone answering procedure and make necessary amends (including development of process map)	Mar-23	June-23	Bernadette Elias	Leanne Roberts (Customer Experience)  Katherine Watkins-Hughes (Policy & Partnerships)	Customer Experience service area budget	Telephone procedure that included the process map and sound clips have been updated and published on the intranet.
S11.1B	Review and update Corporate Welsh Language Speakers Intranet Directory for handling calls on 'specific subject matters'	Mar-23	Mar-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	SRS have identified the technical problems with processing phonebook update requests has been resolved with organisation wide request scheduled within CS092 Welsh Language

							Communications Plan.
S11.1C	Promotion of Corporate Welsh Language Speakers Intranet Directory via CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications)  Louise Bishop (Communications)	Communications service area budget	Following staff wide request to review and update details if necessary further promotion will be completed as part of CS092 Communications Plan.
S11.1D	Development of Welsh Language Community of Practice and identification of Welsh Language Champions across service areas.	Mar-23	Mar-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	Customer facing staff have identified their fluent Welsh speakers nominated to deal with Welsh language calls, with ongoing identification across service areas underway. Furthermore, customer facing staff attending training have formed a community of practice to reflect on lessons.



<b>S11.2</b>	<b>The Council must ensure that it has resources to deal with all calls received in accordance with Standard 11. The Council must ensure that there are sufficient Welsh speakers in the call centre to deal with telephone calls from persons who wish to conduct the call in Welsh, in accordance with standard 11.</b>						
<b>Ref.</b>	<b>Action</b>	<b>Start</b>	<b>Finish</b>	<b>Corporate Leadership Team Lead</b>	<b>Action Lead(s) / staffing commitments</b>	<b>Budgetary Commitments *</b>	
S11.2A	Establish Welsh language training budgets available across key customer-facing service areas identified via Telephone Project (S8.4A)	Mar-23	June-23	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	We have opted to utilise the Work Welsh Scheme for key customer facing areas that is fully funded.
S11.2B	Provide long-term programme of training for existing customer service staff (call centre) upskilling them to deal with calls in accordance with Standard 11	Mar-23	Mar-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	A number of customer service staff are enrolled on a Work Welsh scheme tailored to their areas. The class virtually once a week with a tutor and will have completed 70 hours of training by the end of February.
S11.2C	Conduct regular practice sessions with customer service staff (call centre) to assess functionality of procedure continually highlighting and addressing areas for improvement	Mar-23	Mar-24	Sarah King/ Bernadette Elias / Tanya Evans	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	Now that customer service staff have improved their skills via Work Welsh training, practice sessions are to be conducted with the Welsh Language Support Officer over the coming weeks, to be conducted regularly as we progress through the action plan.

S11.2D	Improve recruitment process for Welsh language speakers in accordance with Welsh Language Standard 136 (S136.1, S136.2, S136.3, S136.4 & S136A.1, S136A.2)	Mar-23	June-23	Bernadette Elias	Ceri Gay (Organisational Development)  Lee McDonald (Organisational Development)	Organisational Development service area budget	Review of the recruitment process is underway. These changes are significant and will affect all teams as such we had delayed the implementation to allow consideration of the WLCO's recruitment seminar and supporting review report presented in July.
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<b>S11.3</b>	<b>The Council must provide training to all staff dealing with telephone calls on how to provide a Welsh language service in accordance with Standard 11.</b>						
S11.3A	Delivery of long-term programme of training for staff dealing with telephone calls upskilling them to deal with calls in accordance with Standard 11 (S11.2B)	Mar-23	Apr-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	See S11.2b
S11.3B	Promotion of training to all staff dealing with telephone calls on how to provide a Welsh language service in accordance with Standard 11 via CS092 Welsh Language Communications Plan (S8.3A)	Apr-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications)  Louise Bishop (Communications)	Communications service area budget	See S8.1d and S8.2b
S11.3C	Conduct practice sessions with staff to assess functionality of procedure continually highlighting and addressing areas for improvement	Mar-23	Mar-24	Sarah King/ Bernadette Elias / Tanya Evans	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	See S11.2c

<b>S11.4</b>	<b>The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 4 have been completed.</b>						
S11.4A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024

*\* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration*

**Standard 17: When there is no Welsh language service available on your main telephone number (or on one of your main telephone numbers), on any helpline numbers or call centre numbers, you must inform the caller (whether by means of an automated message or otherwise) when a Welsh language service will be available.**

**S17.1 When no Welsh language telephone service is available, the Council must inform callers when a Welsh language service will be available in accordance with standard 17.**

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	BRAG
S17.1A	Review current guidelines for Welsh language telephone answering procedure and make necessary amends (including development of process map) (S11.1A)	Mar-23	Mar-24	Bernadette Elias	Leanne Roberts (Customer Experience) Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships / Customer Experience service area budgets	See S11.1a
S17.1B	Identify service areas with automated messaging service and high-call volumes via BG Council Telephony Review Project (S8.4A) and review compliance.	Mar-23	Jun-23	Bernadette Elias	Rebecca Morales-Reeves (Strategic Transformation Team)	Strategic Transformation Team service area budget	See S8.1b

**S17.2 The Council must provide guidance to all staff dealing with relevant telephone calls on the new procedure.**

S17.2A	Promote amended Welsh language telephone guidance to all staff via Welsh Language Communications Plan (S8.3A)	Mar-23	Oct-23	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	See S8.1d
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<b>S17.3</b>	<b>The Council must provide staff with training on the new procedure.</b>						
<b>Ref.</b>	<b>Action</b>	<b>Start</b>	<b>Finish</b>	<b>Corporate Leadership Team Lead</b>	<b>Action Lead(s) / staffing commitments</b>	<b>Budgetary Commitments *</b>	<b>BRAG</b>
S17.3A	Delivery of long-term programme of training for staff dealing with telephone calls upskilling them to deal with calls in accordance with Standard 11 (S11.2B)	Mar-23	Apr-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	See S11.2b
<b>S17.4</b>	<b>The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.</b>						
S17.4A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024

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## **Training**

**Standard 130: You must provide opportunities during working hours**

- a) for your employees to receive basic Welsh language lessons, and
- b) for employees who manage others to receive training on using the Welsh language in their role as managers.

**Standard 131: You must provide opportunities for your employees who have completed basic Welsh language training to receive further training free of charge to develop their language skills**

**Standard 132: You must provide training courses so that your employees develop –**

- a) awareness of the Welsh language (including awareness of the history of the language and its place in the culture of Wales);
- b) an understanding of the duty to operate in accordance with the Welsh language standards;
- c) an understanding of how the Welsh language can be used in the workplace

**Standard 133: When providing information to new employees (for example, by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.**

Standard 130 is in place to ensure our organisation is providing basic Welsh language training opportunities for all staff. While the Council has provided training opportunities to staff since the Welsh Language Standards were introduced the following update outlines the actions we have taken to be more proactive in encouraging staff to utilize our training provisions.

The 'Post-Entry Training Policy' provides guidance to staff and their managers around the logistics of training during working hours. This policy concerns itself with courses that lead to a formally recognized qualification; despite this we felt it imperative that staff looking to this document for advice were made aware of all level Welsh courses given the benefits Welsh skills bring to all roles. As a result, we have included a section within the policy directing staff to the Welsh language training procedure that was developed in accordance with the training related actions within the CS092 Action Plan. **(S130.1a)**

This change was noted in the managers' brief along with the training procedure guidance that also notes that managers must inform the Welsh Language Support Officer when staff receive training. **(S130.1b, S130.2b)** This information, along with the data collected from training providers such as Dysgu Cymraeg is published within the Welsh Language Annual Report. **(S130.2a, S131.2a, S131.2b)** The Welsh Language training procedure explores the

training recourses available via the intranet, the e-learning portal and Dysgu Cymraeg's entry level and further training course options, and the process of arranging training time. **(S131.1a)** This update was promoted within the managers' brief as part of the CS092 Communications Plan with organisation wide promotion planned for the coming weeks. **(S131.1b)**

Our Welsh language training package outlines the courses available surrounding awareness of Welsh language history and culture, local authorities' legislative requirement to work in accordance to the Welsh language standards; and how to increase the use of Welsh in the workplace. **(S132.1a, S132.1c)** As noted above training promotion is included within the CS092 Welsh Language Communications Plan. **(S132.1d, S132.2b)** The general guidelines for ensuring awareness of how to operate in compliance with the Welsh Language Standards have been reviewed and updated to reflect our current hybrid working model. This included a Sway that provides instructions for setting up simultaneous translation for Microsoft Teams calls.

Amendments have been made to the induction programme to establish more proactive consideration of how to work in accordance with the Council's Welsh language requirements. A key development being directing employees to the Welsh language guidance and training elements surrounding the telephone procedure. **(S.133.1Ai, S.133.1Aii, S133.2a)** To guarantee managers are implementing these changes, the updates to our induction procedure were sent out in a managers brief. **(S133.1b, S133.2b)**

### **Exceptions / Looking Forward**

Action S132.1b within the plan is to ensure a Welsh language training package is made available via the new e-learning portal currently being commissioned, by October 2023. Although, the new portal will not be available to staff until the beginning of 2024. As such while Welsh language training is being factored into the portal's development a delay to this actions completion will occur. As a result, the development of a monitoring procedure that ensures Welsh language training is repeated periodically via the e-learning portal will begin once the portal is available to staff. **(S132.2b)**

**Standard 130: You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.**

**S130.1 The Council must create a procedure to provide opportunities during working for its employees to have basic Welsh language lessons, and for employees who manage other people to receive training on using the Welsh language in their role as managers.**

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S130.1A	Review and development of Post-entry Training Policy to include procedure to provide opportunities for all staff to receive basic Welsh language training during work time.	Mar-23	June-23	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development)	Organisational Development service area budget	Inclusion of section surrounding Welsh language training is now included within the Post-Entry Training Policy.
S130.1B	Revised Post-Entry Training Policy promoted to all staff via CS092 Welsh Language Communications Plan (S8.3A)	May-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	Managers have been briefed on this change in order to arrange training for their teams effectively.
<b>S130.2 The Council must record how many staff are offered this training and how many staff receive this training annually.</b>							
S130.2A	Quarterly performance information to be collated from Welsh Government, Dysgu Cymraeg and training providers re numbers of staff receiving training.	Mar-23	Oct- 23	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	Welsh language training figures are collated and published within the Welsh language Annual Report.
S130.2B	Managers and staff encouraged to inform the Welsh Language Support Officer when staff receive Welsh language training via	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Katherine Watkins-Hughes (Policy & Partnerships)	Communications / Policy & Partnerships service area budget	The new training procedure notes the need for managers



	CS092 Welsh Language Communications Plan (S8.3A)						and staff to inform the Welsh Language Support Officer.
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S130.3	<b>The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 2 have been completed.</b>						
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRSAG
S130.4A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

\* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration.

**Standard 131: You must provide opportunities for your employees who have completed basic Welsh language training to receive further training free of charge to develop their language skills**

**S131.1 The Council must create a procedure to provide opportunities for its employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.**

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S131.1A	Development of Welsh Language Training - Managers & Staff Guide to include procedure to provide opportunities for all staff to receive further Welsh language training free of charge, to develop their language skills	Mar-23	May-23	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	The Welsh Language Training Procedure includes guidance on further training opportunities available to staff.
S131.1B	Revised Welsh Language Training - Managers & Staff Guide promoted to all staff via CS092 Welsh Language Communications Plan (S8.3A)	Jun-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications)  Louise Bishop (Communications)	Communications service area budget	This guidance has been included within a managers brief and further promotion to all staff is being developed as part of the CS092 Welsh Language Communications Plan.

<b>S131.2</b>	<b>The Council must record how many staff are offered this training and how many staff receive this training annually.</b>						
S131.2A	Quarterly performance information to be collated from training providers re numbers of staff receiving further Welsh language training.	Mar-23	Mar-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	See S130.2a.
S131.2B	All Council managers must keep a record of staff receiving Welsh Language Training and must provide annual summary to Policy & Partnerships Team	Mar-23	Oct-23	Sarah King	Andrew Parker (Policy & Partnerships) Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	See S130.2b.

<b>S131.3</b>	<b>The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 2 have been completed.</b>						
<b>Ref.</b>	<b>Action</b>	<b>Start</b>	<b>Finish</b>	<b>Corporate Leadership Team Lead</b>	<b>Action Lead(s) / staffing commitments</b>	<b>Budgetary Commitments</b>	<b>BRAG</b>
S131.3A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

\* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration

**Standard 132: You must provide training courses so that your employees develop -**

- (a) awareness of the Welsh language (including awareness of the history of the language and its place in the culture of Wales);**
- (b) an understanding of the duty to operate in accordance with the Welsh language standards;**
- (c) an understanding of how the Welsh language can be used in the workplace.**

**S132.1 The Council must provide training to its employees on awareness of the Welsh language, an understanding of the duty to operate in accordance with the Welsh Language Standards and an understanding of the way in which the Welsh language can be used in the workplace.**

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S132.1A	Welsh language training package to be developed in accordance with Standard 132. (S132.1D)	Mar -23	Jun-23	Sarah King	Andrew Parker (Policy & Partnerships)  Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	The Welsh Language Training Procedure offers guidance on the recourses available to staff surrounding awareness of the Welsh language, including its history and cultural impacts, guidance on how to operate in accordance with the Welsh language standards and how the language can be used in the workplace.
S132.1B	Welsh language training package to be made available to all staff via the Council's new e-learning	Oct - 23	Oct - 23	Bernadette Elias	Ceri Gay (Organisational Development)	Organisational Development service area budget	The e-learning portal will be made available to staff at the

	portal (currently being commissioned).				Lee McDonald (Organisational Development)		beginning of 2024.
S132.1C	Review and development of Welsh language awareness guidelines available to all staff via the intranet ensuring it includes required learning elements in accordance with Standard 131	Mar-23	Oct-23	Sarah King	Andrew Parker (Policy & Partnerships)  Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	Guidelines surrounding training procedure have been updated, with additional Welsh language awareness training being developed.
S132.1D	Promotion of Welsh language training package and Welsh language awareness guidelines via CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications)  Louise Bishop (Communications)	Communications service area budget	This has been included within a managers' brief, training options have been sent out to all staff with further promotion scheduled as part of the CS092 Welsh Language Communications Plan.

<b>S132.2 The Council must have a procedure in place that ensures this training is repeated periodically.</b>							
<b>Ref.</b>	<b>Action</b>	<b>Start</b>	<b>Finish</b>	<b>Corporate Leadership Team Lead</b>	<b>Action Lead(s) / staffing commitments</b>	<b>Budgetary Commitments</b>	<b>BRAG</b>
S132.2A	Develop procedure for ensuring Welsh language training is repeated periodically via e-learning portal (including refresher training)	Mar-23	Oct-23	Bernadette Elias	Ceri Gay (Organisational Development)  Lee McDonald (Organisational Development)	Organisational Development service area budget	See action S132.1b.

S132.2B	Periodic Welsh language training (e.g., refreshers) to be promoted via the CS092 Welsh Language Communications Plan	Oct-23	Dec-23	Bernadette Elias	Carolyn Jenkins (Communications)  Louise Bishop (Communications)	Communications service area budget	Training opportunities have been promoted to all staff will further promotion scheduled into the CS092 Welsh Language Communications plan.
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<b>S132.2</b>	<b>The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 2 have been completed.</b>						
S131.3A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

\* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration

**Standard 133 : When providing information to new employees (for example, by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.**

**S133.1 The Council must modify its induction procedures and sessions to include the provision of information to new employees for the purpose of raising their awareness of the Welsh language.**

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S133.1Ai	Developing and providing information to support the induction programme	Mar-23	Jun -23	Sarah King	Andrew Parker (Policy & Partnerships)  Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	The Corporate Induction Booklet and Managers Checklist have been updated to ensure staff are aware of where to seek Welsh language guidance/resources.
S133.1Aii	Review and development of existing online / PDF induction programme to ensure it includes required learning elements in accordance with Standard 131	Mar-23	Oct-23	Bernadette Elias	Ceri Gay (Organisational Development)  Lee McDonald (Organisational Development)	Organisational Development service area budget	See S133.1ai.
S133.1B	Promotion of revised online / PDF induction programme via the Welsh language via CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications)  Louise Bishop (Communications)	Communications service area budget	All managers have been briefed on the amendments made to the induction programme.

<b>S133.2</b>	<b>The Council must prepare an information pack on the Welsh language and share this pack with all new members of staff.</b>						
S133.2A	Development of information pack on the Welsh language to be included within induction information for new staff and include in Welsh Language Guidance for staff (S133.1A)	Mar-23	June-23	Sarah King	Andrew Parker (Policy & Partnerships)  Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	Resources available to all staff have been updated on the intranet's Welsh Language Guidance section and will be continuously monitored to reflect the most up to date guidance and training opportunities.
S133.2B	Promotion of revised induction procedure and sessions via the Welsh language via CS092 Welsh Language Communications Plan (S8.3A) (S133.1B)	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications)  Louise Bishop (Communications)	Communications service area budget	See S133.1b.
<b>S133.3</b>	<b>The Council must provide written evidence that satisfies the Welsh Language Commissioner that it has carried out enforcement actions 1 and 2.</b>						
<b>Ref.</b>	<b>Action</b>	<b>Start</b>	<b>Finish</b>	<b>Corporate Leadership Team Lead</b>	<b>Action Lead(s) / staffing commitments</b>	<b>Budgetary Commitments</b>	<b>BRAG</b>
S133.3A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

\* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration



## **Recruitment**

**Standard 127:** You must assess the Welsh language skills of your employees.

**Standard 136:** When assessing the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply:

- a) Welsh language skills are essential
- b) Welsh language skills need to be learnt when appointed to the post;
- c) Welsh language skills are desirable; or
- d) Welsh language skills are not necessary

**Standard 136A:** If you have categorised a post as one in which Welsh language skills are essential, desirable or need to be learnt, you must:

- a) specify that when advertising the post, and
- b) advertise the post in Welsh

The Council currently uses the Association of Language Testers in Europe's framework to assess the skills of staff, measured via staff self-assessments on iTrent. We are currently working with the Organisational Development Team to consider the current framework and benefits of switching to the Common European Framework of Reference. This decision process being supported by feedback from our Welsh language network members who are in the process of making this transition for their Council's assessment procedures.

The current iTrent system does not facilitate the attachment of hyperlinks to the assessment framework or the documents themselves, as such staff must view the assessment on the intranet or request a copy from their managers. Following Organisational Development's scheduled developments to the system we plan to provide a copy of the framework on iTrent itself, **(S127.1a)** accompanied by promotions to staff explaining the skills levels. **(S127.1c)** These arrangements are intended to make the completion of this assessment quicker and easier for staff to amend their information, resulting in strengthened compliance as this information is reviewed and updated more regularly.

Despite the forthcoming developments to the iTrent system, we recognise the importance of continuing to assess the skills of staff in the meantime. This has been highlighted by reminders being sent out to staff to keep this information up to date as part of the CS092 Welsh Language Communications Plan. **(S127.2b)** This information will be published in our Welsh Language Annual Report, and used to ensure we have adequate staffing resilience for Welsh language service. **(S127.3a)**

We have begun working on how our organisation assesses the skills needed for roles, and their subsequent advertising arrangements. Research into Welsh language recruitment platforms has been undertaken, with potential to seek corporate investment to utilize these sites audience for roles categorised as 'Welsh essential'. (Prices range from £100 - £150 per advert) **(S127.1b)** The Recruitment Authorisation Form that is used by managers to establish the Welsh language skills needed for any given role is under review. One of our primary

focus' of this review is to include the consideration of capacity within the posts area of work to provide Welsh language service. **(S136.3a)** Once the form has been updated, managers will be made aware and given guidance on effective use as part of the CS092 Welsh Language Communications Plan. **(S136.1, S136.2a, S136a.1a)** Furthermore, amendments to the job advert template to strengthen compliance with standard 136a are awaiting sign off. The proposed amendments see that applicants are made aware of the roles skills category without having to go into the full job description.

Using feedback from our own Organisational Development Team, surrounding authorities' Welsh Language Officers and all research available to us, we continue to explore the barriers of hiring Welsh speakers. **(S136a.1b)** This information, and more importantly, the solutions to overcome said barriers will support the development of the upcoming communications campaign which promotes the value the Council, from an employer's perspective, places on Welsh language skills. **(S136a.1c)**

**Standard 127: You must assess the Welsh language skills of your employees.**

**S127.1 The Council must ensure that it has a procedure in place to assess the Welsh language skills of its employees.**

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	BRAG
S127.1A	Review and development of existing Welsh Language Skills Assessment Procedure, including iTrent system, and update in accordance with Standard 127	Mar-23	Oct-23	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development) Jane Thomas (Organisational Development)	Organisational Development service area budget	Currently in progress.
S127.1B	Scope and test use of online recruitment platforms for Welsh-speakers, particularly for new or existing posts requiring Welsh as an essential skill	Mar-23	Mar-24	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development)	Organisational Development service area budget	Would need corporate investment to extend our advertising to these sites.
S127.1C	Promote amended Welsh Language Skills Assessment Procedure guidance to Managers and Staff via Welsh Language Communications Plan (S8.3A)	Sept-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	Will commence following action S127.1a's completion.

S127.2 The Council must ensure that those skills are assessed annually.							
Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments	BRAG
S127.2A	Annual assessment of staff Welsh language skills via iTrent system reporting and analysis to inform human resource plan to ensure adequate resources for Welsh language telephone services.	Mar-23	Oct - 23	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development) Jane Thomas (Organisational Development)	Organisational Development service area budget	Most recent assessment was published on the 30 <sup>th</sup> of June 2023 in the <a href="#">Welsh Language Annual Report.</a>
S127.2B	Quarterly reminders for staff to update their personal information on iTrent via CS092 Welsh Language Communications Plan (S8.3A)	Mar-23	Mar-24	Bernadette Elias	Ceri Gay (Organisational Development) Lee McDonald (Organisational Development)	Organisational Development service area budget	Reminders have been sent out to all staff and more are scheduled as part of the CS092 Welsh Language Communications Plan.
S127.2C	Promotion to staff explaining Welsh language skills levels (e.g., 'a little' versus 'moderately') via CS092 Welsh Language Communications Plan	Mar-23	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications) Louise Bishop (Communications)	Communications service area budget	In progress as we complete action S127.1a.

*\* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration*

**Standard 136: When assessing the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply:**

- (a) Welsh language skills are essential;**
- (b) Welsh language skills need to be learnt when appointed to the post;**
- (c) Welsh language skills are desirable; or**
- (d) Welsh language skills are not necessary.**

<b>S136.1</b>	<b>The Council must provide training to staff who assess the language skills needs for a new or vacant post on how to carry out assessments that comply with the requirements of Standard 136.</b>						
<b>Ref.</b>	<b>Action</b>	<b>Start</b>	<b>Finish</b>	<b>Corporate Leadership Team Lead</b>	<b>Action Lead(s) / staffing commitments</b>	<b>Budgetary Commitments</b>	<b>BRAG</b>
S136.1A	Support, information, and training provided to staff assessing language skills in-line with revised Welsh Language Skills Assessment procedure promotion via CS092 Welsh Language Communications Plan (S8.3A) (S127.1A) (S127.1C)	Mar-23	Oct-23	Bernadette Elias	Ceri Gay (Organisational Development)  Carolyn Jenkins (Communications)  Katherine Watkins-Hughes (Policy & Partnerships)	Organisational Development /Communications / Policy & Partnerships service area budget	In progress as we complete action S127.1a.
<b>S136.2</b>	<b>The Council must prepare guidelines for staff on how to carry out an assessment of the linguistic skills needs of a post.</b>						
S136.2A	Guidelines on assessing linguistic needs of a post, embedded within relevant documentation, to be promoted via CS092 Welsh Language Communications Plan (S8.3A) (S127.1A) (S127.1C)	Mar-23	Oct-23	Bernadette Elias	Ceri Gay (Organisational Development)  Carolyn Jenkins (Communications)  Katherine Watkins-Hughes (Policy & Partnerships)	Organisational Development /Communications / Policy & Partnerships service area budget	In progress as we complete action S127.1a.

<b>S136.3</b>	<b>In carrying out assessments under Standard 136, the Council must, on all occasions, consider capacity within the post's area of work to provide a Welsh language service in accordance with the Standards and consider whether the post should be advertised as a post where Welsh language skills are essential.</b>							
<b>Ref.</b>	<b>Action</b>	<b>Start</b>		<b>Finish</b>	<b>Corporate Leadership Team Lead</b>	<b>Action Lead(s) / staffing commitments</b>	<b>Budgetary Commitments</b>	<b>BRAG</b>
S136.3A	Revise Welsh language skills assessment procedure to include consideration of providing a Welsh language service and the advertisement of Welsh language skills as essential (S127.1) (S127.2A), and monitoring implementation.	Mar-23		Mar-24	Bernadette Elias	Ceri Gay (Organisational Development)  Lee McDonald (Organisational Development)  Jane Thomas (Organisational Development)  Katherine Watkins-Hughes (Policy & Partnerships)	Organisational Development / Policy & Partnerships service area budget	In progress as we complete action S127.1a.

<b>S136.4</b>	<b>The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.</b>							
S136.4A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget		This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

\* Additional costs association with budgetary pressures will be presented to Corporate Leadership Team for consideration

**Standard 136A: If you have categorised a post as one in which Welsh language skills are essential, desirable or need to be learnt, you must:**

**(a) specify that when advertising the post, and**

**(b) advertise the post in Welsh.**

<b>S136A.1 The Council must change its procedures so that when the Council categorises a post as one where Welsh language skills are essential, desirable or need to be learnt, the body must specify that when advertising the post and advertise the post in Welsh in accordance with standard 136A.</b>							
<b>Ref.</b>	<b>Action</b>	<b>Start</b>	<b>Finish</b>	<b>Corporate Leadership Team Lead</b>	<b>Action Lead(s) / staffing commitments</b>	<b>Budgetary Commitments</b>	<b>BRAG</b>
S136A.1A	Revise Welsh Language Skills Assessment procedure to consider Welsh language skills post categorisation (S127.1) (S127.2)	Mar-23	Mar-24	Bernadette Elias	Ceri Gay, Lee McDonald, Jane Thomas (Organisational Development)  Katherine Watkins-Hughes (Policy & Partnerships)	Organisational Development / Policy & Partnerships service area budget	In progress as we complete action S127.1a
S136A.1B	Undertake research to understand the barriers of hiring Welsh language speakers into posts	Mar-23	Mar-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)	Policy & Partnerships service area budget	In progress.
S136A.1C	Develop proactive engagement and communications campaign which promotes the value of Welsh language skills for employers and use within the workplace	Sep-23	Mar-24	Sarah King	Katherine Watkins-Hughes (Policy & Partnerships)  Carolyn Jenkins (Communications)	Policy & Partnerships / Communications service area budget	In progress.
<b>S136.4 The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement actions 1 - 3 have been completed.</b>							
S136.4A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

## **Promotion of improved Welsh language service**

**Standard 81: You must promote any Welsh language service you provide and advertise that service in Welsh.**

Work will begin on developing and publishing an external campaign that promotes access to the Council's services through the medium of Welsh once we have completed the actions within the action plan to improve our delivery of said services. Once we have strengthened our Welsh language services we intend on using Carmarthenshire County Council's '[Pa bynnag ffordd... / Whichever way...](#)' as an example of good practice.



**Standard 81: You must promote any Welsh language service you provide and advertise that service in Welsh.**

**S81.1 For specific promotion campaign about the Welsh language telephone services would be advantageous. Such a campaign should be carried out when the body is confident that its Welsh language telephone services comply with the service delivery Standards.**

Ref.	Action	Start	Finish	Corporate Leadership Team Lead	Action Lead(s) / staffing commitments	Budgetary Commitments *	BRAG
S81.1A	Delivery of specific promotion campaign via CS092 Welsh Language Communications Plan (S8.3A)	Feb-24	Mar-24	Bernadette Elias	Carolyn Jenkins (Communications)  Louise Bishop (Communications)	Communications service area budget	Work on the development and delivery of this campaign will commence following the completion of all action within this plan as we better our compliance with the service delivery standards.
<b>S81.2</b>	<b>The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement action 1 have been completed.</b>						
S81.2A	CS092 Action Plan Progress Report	Dec-23	Mar-24	Sarah King	Andrew Parker (Policy & Partnerships)	Policy & Partnerships service area budget	This Quarterly Progress Report will aid the completion of the final report for WLCO in March 2024.

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