



Comisiwn Ffiniau a  
Democratiaeth Leol  
Cymru



Local Democracy and  
Boundary Commission  
For Wales

**WELSH LANGUAGE**

**ANNUAL REPORT**

**2017 - 2018**

# **LOCAL DEMOCRACY AND BOUNDARY COMMISSION FOR WALES**

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### **INDEX**

- 1. Introduction and Background**
- 2. Overview of 2017-18**
- 3. Operation of Standards**

## 1. **Introduction and Background**

Following the Welsh Language Act (1993), Welsh language service provision was defined by individually developed Welsh Language Schemes agreed between individual public bodies and the Welsh Language Board. This arrangement has now been superseded by nationally defined Welsh Language Standards, a selection of which the Welsh Language Commissioner can apply to a public (and, in time, some private) bodies.

The framework for the imposition of standards was defined under the Welsh Language (Wales) Measure (2011), with the standards themselves detailed in Welsh Language Standards (No. 1) Regulations 2015. The standards applying to the Commission are defined in a Compliance Notice issued by the Office of the Welsh Language Commissioner in July 2016 with an effective date of July 2017. This notice is the current document governing the Commission's compliance.

This is the Commission's first Annual Report since standards became effective and provides an overview of the main events of the 12 month period to 31 March 2017 and an appraisal of where the Commission finds itself in relation to its implementation of the standards.

## 2. **Overview of 2017-18**

The main event during the reporting period was that on 31 July 2017 the standards as laid down in the Compliance Notice delivered to the Commission became fully effective. The majority of the standards had a Compliance (effective) Date of 31 January 2017 with the remainder becoming active on 31 July 2017. The implementation of the Commission's Welsh Language Standards replaces the Commission's Welsh Language Scheme from that date. During the year the Commission's 'Welsh Language Policy and Procedures' document was revised and approved by the Commission in September 2017 and published on the Commission's web site. Also in September 2017, the Commission published its Welsh Language Standards Complaints Policy.

As well as the work required to ensure the Commission will meet the new standards, a major target of the year has been to maintain the pre-existing Welsh language service delivery requirements that had previously been set out in the Commission's Welsh Language Scheme.

During the year no complaints were raised about the Commission's operation of the standards.

## 3. **Operation of Standards**

### **Service Delivery Standards**

In terms of correspondence, all of the procedural letters and e-mails sent out as part of the reviews process have been produced in both Welsh and English and sent out at the same time. For other items of correspondence, a language preference system has been implemented. Where a preference is not known correspondence is produced in Welsh and English. (Standard numbers 1 to 7).

Procedures in respect of answering the main telephone number are in operation. (Standard numbers 8 to 22).

Procedures in respect of the necessary arrangements for holding meetings are in operation (Standard numbers 24 to 30).

No public events were held by the Commission during the year (Standard numbers 31 to 34).

All documents produced for public use were published in both Welsh and English at and the same time (Standard numbers 36, 44 and 45).

No forms that were made available to the public were produced during the year (Standard numbers 46 to 47).

All of the pages on the Commission's web site are fully functional and available in both Welsh and English (Standard numbers 48, 51 and 52).

Social media usage is in both Welsh and English (Standard number 54 and 55).

All new signs and notices have been produced in Welsh and English to the required standard. (Standard numbers 57 to 59, 65 and 66).

All contract material was produced in Welsh and English and the appropriate handling procedures were followed (Standards numbers 72,73, 75 and 76).

No new Welsh language service and no change of corporate identity occurred during the year (Standards numbers 77 to 79).

In respect of publicising the service delivery standards that apply to the Commission and how they are to be complied with, these can be found in the Welsh Language Standards Policy and Procedures document which is published on the web site and is available at the office. (Standard numbers 149 and 153).

The Commission's Welsh Language Complaints Policy is available on the web site and is available in the office. (Standard numbers 150 to 151).

This document constitutes the Commission's annual report in respect of service delivery standards (Standard number 152).

No requests for information in respect of service delivery standards were requested by the Welsh Language Commissioner during the year (Standard number 154).

### **Policy Making Standards**

No new policies or revisions of existing policies have occurred during the year that required the undertaking of a Welsh Language Policy Impact Assessment (Standards numbers 84 to 89).

No new research was undertaken or commissioned during the year (Standards numbers 91 to 93).

In respect of publicising the policy making standards that apply to the Commission and how they are to be complied with, these can be found in the Welsh Language Standards Policy and Procedures document which is published on the web site and is available at the office. (Standard numbers 155 and 157).

The Commission's Welsh Language Complaints Policy is available on the web site and is available in the office (Standard number 156).

This document constitutes the Commission's annual report in respect of policy making standards (Standard number 158).

In respect of publicising the policy making standards that apply to the Commission and how they are to be complied with, these can be found in the Welsh Language Standards Policy and Procedures document which is published on the web site and is available at the office. (Standard numbers 159).

No requests for any information relating to policy making standards were received during the year (Standard number 160).

### **Operational Standards**

A use of Welsh at Work Policy is in place and a copy has been provided to all staff and Commissioners (Standard number 94).

The language preferences for all new and existing members of staff are gathered and acted on accordingly (Standards 95 to 100)

A procedure has been put in place to ensure that any new or revised staffing policies are published in Welsh and English (Standards 101 to 107)

Procedures for making and responding to complaints made members of staff are in place and are included in the Use of Welsh at Work Policy (Standards 108, 108A, 110 and 111).

Procedures in respect of disciplinary matters are in place and are included Use of Welsh at Work Policy (Standards 112, 112A, 114 and 115).

The Commission does not currently have a fully functional Intranet. This is due to be developed during 2018/19 and will encompass the relevant Welsh Language Standards (Standards 118, 120 to 123).

An assessment of the Welsh language skills of all staff was undertaken and is being maintained and added to for new staff (Standard 123), Appendix 1.

All members of staff have been made aware of and encouraged to take up opportunities for Welsh language training and in addition new members of staff are encouraged to attend Welsh language awareness training. All members of staff have been provided with a copy of the Use of Welsh at Work Policy and the Commission's Welsh Language Standards Policy and Procedures document so that they have an understanding of the Commission's duty to operate in

accordance with the Welsh language Standards and how the Welsh Language can be used in the workplace (Standards 126 to 129).

Appropriate wording and instructions in respect of email signatures and contact details have been provided to all staff (Standards 130 and 131).

Appropriate arrangements have been put in place regarding the Welsh language skills of posts and the advertising and filling of vacancies (Standards 132 to 133B, 135 to 136). Details of advertised posts are at Appendix 2.

No new signs were erected during the year (Standards 137 to 139).

In respect of publicising the operational standards that apply to the Commission and how they are to be complied with, these can be found in the Welsh Language Standards Policy and Procedures document which is published on the web site and is available at the office. (Standard numbers 161 and 163 and 165).

The Commission's Welsh Language Complaints Policy is available on the web site and is available in the office (Standard number 162).

This document constitutes the Commission's annual report in respect of operational standards (Standard number 164).

No requests for any information relating to operational standards were received during the year (Standard number 166).

### **Record Keeping Standards**

No complaints relating to the Commission's compliance with the Standards or the Welsh language were received during the year (Standards 141 to 143).

A Welsh Language Standards Compliance Record has been created and maintained to ensure that a record of compliance with the standards is available (Standards 144 to 148).

In respect of publicising the record keeping standards that apply to the Commission and how they are to be complied with, these can be found in the Welsh Language Standards Policy and Procedures document which is published on the web site and is available at the office (Standard number 167).

No requests for any information relating to operational standards were received during the year (Standard number 168).

## Appendix 1

### Staff Welsh Language Skills: Standard 123

This table details the members of staff who had Welsh language skills at the end of 2017/18 (March 2018). The figures are based on the records kept in accordance with Standard 123.

<b>Skills (Levels 0-6)</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Total</b>
Listening	8	3	0	0	1	12
Reading	6	5	0	0	1	12
Speaking	7	4	0	0	1	12
Writing	9	1	1	1	0	12

## Appendix 2

### Recruiting to Posts: Standard 132

The table below shows the number of posts that were advertised in 2017-18 under each Welsh language skills requirement. The figures reflect the records kept in accordance with Standard 132.

Welsh Essential	0
Welsh Desirable	2
Welsh to be Learned	0
Welsh Not Necessary	0