

**BRIDGEND COUNTY BOROUGH COUNCIL**  
**REPORT TO CABINET COMMITTEE EQUALITIES**

**24 AUGUST 2020**

**REPORT OF THE CHIEF EXECUTIVE**

**UPDATE REPORT ON IMPLEMENTATION OF THE WELSH LANGUAGE (WALES)  
MEASURE 2011 AND WELSH LANGUAGE STANDARDS**

**1. Purpose of report**

1.1 This report updates the Cabinet Committee Equalities (CCE) on the implementation of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.

**2. Connection to Corporate Well-being objectives / Other Corporate Priorities**

2.1 The Welsh Language (Wales) Measure 2011 and subsequent Welsh Language Standards impact upon the work of the whole council. The standards link to the equalities agenda, form a key component of the council's Transformation Programme and Customer Charter 'Our Promise', and links to the following corporate priorities:

- **Priority 2: Helping people and communities to be more healthy and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
- **Priority 3: Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

**3. Background**

3.1 Since the council received its compliance notice from the Welsh Language Commissioner in 2015, progress towards implementing the 171 assigned standards has continued.

3.2 Updates on compliance have been provided at every CCE since 28 April 2016. Those reports are referenced as background documents to this report.

**4. Current situation / proposal**

4.1 Key progress/updates with compliance since the last meeting in November 2019 and March 2020 can be summarised as:

1. BCBC celebrated Welsh Language Rights Day on 6 December 2019 by sharing posts on social media relating to:
  - BCBC's bilingual social media accounts;

- BCBC's bilingual chatbot;
- Welsh signage;
- Contacting the council using the Welsh Language;
- Corresponding with the council using the Welsh Language;
- Applying for jobs with the council using the Welsh Language and;
- Promotion of Welsh Medium Education.

2. The Welsh Language Commissioner Code of Practice was received on 19 February 2020. The code of practice provides practical guidance on the requirements of each of the standards within the regulations, apart from the promotion standards (145 and 146). A separate advice document is available for these standards. The purpose of the code of practice is to assist local authorities (and other bodies subject to the standards) to interpret and comply with the standards. The code explains the requirements of the standards and shares examples of ways in which to comply. A copy of the code of practice is attached as appendix one and appendix two. The code came into force on 19 February 2020.

3. One new complaint has been received as detailed below:

- The Commissioner received a complaint from a member of the public on 14 January 2020 regarding the Welsh text on the bottom of the voting card sent to the electorate for the General Election of 12 December 2019. The complainant was of the opinion that "*Os rhoi dychwelyd i'r*" was not the correct translation of "*If undelivered return to*". The commissioner also stated that it appears that the address for returning the card is in English only (Civic Offices, Angel Street, Bridgend, CF31 4WB). The council have provided a response to the Commissioner stating that the council is not the responsible body for maintaining the Register of Electors or sending polling cards to registered voters. These functions are the responsibility of the Registration Officer and the Returning Officer whose roles are independent of the council.

4. Previous complaints update:

- The final determination has been received following a complaint which was received on 8 February 2018 by the commissioner regarding a consultation presentation to parents that was held at Ysgol Gyfun Gymraeg Llangynwyd as part of the Post-16 review, which was held in English. The complaint has been upheld and the Commissioner concluded that it was the Council that was responsible for the meeting in question as it formed part of its consultation exercise on post-16 education reform in the County. The council had three months from the date of the compliance notice (26 September 2019) to ensure that any invites sent out in relation to a meeting for which it is responsible (be that directly or by arranging for another person to do so on its behalf) asks all those invited whether they wish to use the Welsh language at that meeting. Section 3 of the Welsh in the Workplace Policy (published in September 2019) provides information on public meetings, and reminders about meetings and compliance with the Welsh Language Standards have been sent to all staff via weekly Bridgenders messages.
- The Commissioner received a complaint from a member of the public on **16 October 2019** regarding an automatic email the complainant received from the Council acknowledging a council tax payment. The email was sent

from the email address [AUTOMAILER@E-PAYCAPITA.COM](mailto:AUTOMAILER@E-PAYCAPITA.COM) and the same email template was the subject of complaint CSG616. The complainant alleged that the Welsh version contains errors. The council has provided initial information to the commissioner in relation to this, however this has now been raised as a formal complaint.

## **5. Effect upon Policy Framework & Procedure Rules**

5.1 There is no effect upon the Policy Framework and Procedure Rules.

## **6. Equality Impact Assessment**

6.1 This is an information report. As such, no Equality Impact Assessment is required.

## **7. Well-being of Future Generations (Wales) Act 2015 Assessment**

7.1 The well-being goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals/objectives as a result of this report.

## **8. Financial Implications**

8.1 The current available budget for Welsh language translation in 2019-20 is £324,649. To date only £4,000 of this funding has been allocated out to Directorates. The cost of implementing the Welsh Language Standards will continue to be reviewed to the end of 2019-20 and into 2020-21.

## **9. Recommendation**

9.1 That the Cabinet Committee Equalities receives and considers this report.

**Mark Shephard**  
**Chief Executive**  
**Date: 24 August 2020**

## **10. Contact officers:**

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## 11. Background papers:

### **Appendix one - Code of Practice for the Welsh Language Standards (No. 1) Régulations 2015 (Welsh)**

### **Appendix two - Code of Practice for the Welsh Language Standards (No. 1) Régulations 2015 (English)**

- 28 April 2016 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 14 July 2016 Welsh Language standards annual report 2015/16 ;
- 14 July 2016 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 10 November 2016 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 9 March 2017 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 13 July 2017 Welsh Language standards annual report 2016/17 ;
- 13 July 2017 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards ;
- 23 November 2017 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 22 March 2018 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 16 July 2018 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 19 November 2018 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 26 March 2019 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.
- 04 July 2019 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.

- 26 November 2019 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.