

BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO CABINET COMMITTEE EQUALITIES

7 OCTOBER 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 well-being objectives:

- **Priority 2: Helping people and communities to be more healthy and resilient** - enabling people to use the language of their choice by ensuring our systems and front line services are delivered bilingually. Ensuring that bilingual systems enable people to better equipped to manage situations themselves and the council services can concentrate on those in greatest need.
- **Priority 3: Smarter use of resources** - ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the council's priorities.

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 update report can be summarised as:

- a) Each year the Welsh Language Commissioner annually monitors the user experience by testing specific services, including correspondence, telephone,

website and reception services. BCBC were part of the random sample of organisations selected to be monitored by the Commissioner's office during 2019/2020. We received the results of the monitoring exercise on 12 August 2020 and have prepared a response to the Commissioner on the findings. The response outlines relevant actions we have taken to ensure compliance with the areas that need to be addressed.

- b) On 21 August 2020 the Welsh Language Commissioner has issued a statement to all local authorities. The purpose of the statement was to share the findings of the investigation conducted into Flintshire County Council with other councils to ensure that we are aware of the duty to comply with standards when arranging for third parties to provide services and activities on our behalf.
- c) BCBC were invited to and attended the launch event for the Welsh Language Commissioner assurance report on 15 September 2020. Here the commissioner held a short online event to present the findings of his assurance report for 2019/2020. The report was published on the day of the event. An update on the assurance report will be provided to Cabinet Committee Equalities in November 2020.
- d) One new complaint has been received as detailed below:
 - The Commissioner has received a complaint from a member of the public on 14 August 2020 regarding the fact that the standard of the Welsh language in the update 'Diweddariad Covid-19: Ailagor canolfannau hamdden a phyllau nofio fesul cam ym Mwrdeistref Sirol Pen-y-bont ar Ogwr' is lower than the equivalent update in English. The update was received via e-mail from bridgendcbc@public.govdelivery.com on 13 August 2020.

In the complaint, the complainant identified the following issues:

- The word 'cysgodi' was used in the text of the update, but 'gwarchod' in the corresponding infographic
- 'Addysg a gofal plant cynnar' is used in the text of the update, but 'addysg gynnar a gofal' on the corresponding logo
- He asked why the paragraph on 'Cynnig Gofal Plant Cymru' notes the year 2017
- He asked how VJ Day is linked to adoption, as an infographic about VJ day is placed above a paragraph about adoption

Initial information has been sent to the Commissioner in relation to this complaint.

- e) Previous complaints update:
 - 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 has 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. The commissioner has decided not to carry out an investigation into this complaint as the returning officer is not subject to the statutory duties and therefore there is no 'relevant requirement' under section 71 of the Welsh Language measure.

- 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 and the same email template was the subject of complaint CSG616. The complainant alleged that the Welsh version contains errors. This has now been fully addressed. The commissioner has been reassured of the actions taken by BCBC and the third parties involved in the management of the database systems to correct the errors identified.

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 implications

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 There are no financial implications arising from this report.

9. Recommendation

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

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Chief Executive
Date: 7 October 2020

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Background papers:

- 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.
- 24 August 2020 Update report on implementation of the Welsh Language (Wales) measure 2011 and Welsh Language standards.