

*Neath Port Talbot County Borough Council
Cyngor Bwrdeistref Sirol Castell-nedd*

*Democratic Services
Gwasanaethau Democrataidd*

Chief Executive: Steven Phillips

Date: 28/07/16

Dear Member

POLICY AND RESOURCES CABINET BOARD - THURSDAY, 14TH JULY, 2016

Please find attached the following presentation that was included in the meeting of the **Policy and Resources Cabinet Board - Thursday, 14th July, 2016.**

Item

- a) Presentation (Pages 3 - 24)

Yours sincerely

Chief Executive

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Response to the Welsh Language Commissioner's Initial Considerations

Policy and Resources Cabinet Board
14 July 2016

The Standards Journey

- Welsh Language (Wales) Measure 2011 (February)
- Standards Investigation (January 2014)
- Standards Investigation Response submitted (April 2014)
- Letter sent to Commissioner (April 2014)
- Commissioner's report to Welsh Government (June 2014)
- Welsh Government Draft Standards Consultation (Dec 2014)
- Response letter sent to Welsh Government (Dec 2014)
- Welsh Language Standards(No1)Regulations 2015 (March)
- Draft Compliance Notice Consultation (July 2015)
- Response and letter sent to Commissioner (July 2015)
- Final Compliance Notice (Sept 2015)
- Challenge submitted (January 2016)
- Further consultation on the Commissioner's Initial Considerations (June 2016)

Standard 22

Automated telephone systems

Imposition day: 30/03/2016

Difficulty

Social services – delays in safeguarding concerns being assessed and responded to inevitable due to need for translation

Mobile phones and telephone extensions – voice mail automated provisions in English only.

Proposal

Modify - the standard should be confined to the Corporate Contact Centre alone in the first instance

Standards 26 & 26A and Standards 29 & 29A

Meetings to discuss a person's wellbeing

Imposition day: 30/03/2016

Difficulty

Practicality and cost
of translation

Staff linguistic
capabilities

Proposal

Modify – to be applied
except where the
translation would
prejudice the safety or
wellbeing of the
individual or where the
service user does not
wish to use a
translation service

Standard 41

Agendas and minutes

Imposition day: 30/03/2016

Difficulty

Conflicting legal
requirements

Linguistic capabilities
of staff

Cost of simultaneous
production of papers

Proposal

**Not imposed at the
present time**

Standard 42

Licences and certificates

Imposition day: 30/03/2016

Difficulty

Proposal

Law Commission –
issues regarding Welsh
legal terminology

**Not imposed at this
time**

Linguistic capabilities of
staff

Lack of local demand

Translation cost

Standard 52

Website

Imposition day: 30/03/2016

Difficulty

A transactional rather than a static website

Third party systems – English only

Cost and lead in times for planning and implementation

Proposal

Modify - to clarify third party systems are not included and to explicitly exempt third party systems from the standard

Standards 61 & 62

External signage

Imposition day: 30/03/2016

Difficulty

Health and Safety concerns over the size of the sign and that Welsh will be first

Proposal

Modify - to exempt signage where it would prejudice public safety

Standard 64

Providing a reception service in Welsh

Imposition day: 30/03/2016

Difficulty

Staff linguistic capabilities

Low public demand

Difficulties in recruiting staff with Welsh language skills

Proposal

Apply to civic offices at Neath Port Talbot and Pontardawe

Modify for remaining 14 reception areas to provide bilingual services through a third party service

Standards 76,77,77A, 79 & 80
Invitations to tender for a contract
Imposition day: 30/03/2016

Difficulty

Staff linguistic capabilities
Translation - legitimacy of terminology
Legal issues, consequences and implications

Proposal

Not applied at this time

Standards 84 & 86

Education courses

Imposition day: 30/03/2016

Difficulty

Proposal

Staff linguistic capabilities

Not imposed

No demand

Cost of undertaking assessments

Technical and legal limitations

**Standards 99,100,101,102,103 & 104 and
Standards 112,112A,114,115,116,116A,118 & 119**

Employee records

Imposition day: 30/03/2016

Difficulty

Staff linguistic
capabilities

Translation costs

Consequential
impacts

Proposal

Modify - the
standards are not
imposed other than
for Welsh medium
education settings

Standards 122,124 & 126

Intranet

Imposition day: 30/03/2016

Difficulty

Translation cost

Intranet home page
not static

Proposal

Not imposed

Standards 128 & 129

Staff training

Imposition day: 30/03/2016

Difficulty

Proposal

Linguistic capabilities
of managers and
training section

Not imposed

Standard 130

Welsh language training

Imposition day: 30/03/2016

Difficulty

Linguistic capabilities of managers and training section.

Consequential impacts – disproportionate implications

Proposal

Accept - provide opportunities for basic Welsh language sessions

Not imposed – provide opportunities for using the Welsh language in the role as manager

Standard 131

Training to develop language skills
Imposition day: 30/03/2016

Difficulty

Linguistic capabilities of
managers and training
section

Consequential impacts
– disproportionate
implications

Proposal

Accept

Standard 132

Training - language awareness/standards/Welsh in work

Imposition day: 30/03/2016

Difficulty

Training costs and
time – pressures of
workloads

Service areas affected
differently by
standards

Proposal

Modify - applied to
senior managers and
service managers only
and the remainder of
employees are
exempted

Standards 137,137A,137B,139 & 140

Recruitment

Imposition day: 30/03/2016

Difficulty

Limited external
recruitment

Cost

Consequential impacts

Proposal

Modify - applied to
Welsh essential posts
only and excludes the
recruitment microsite
until its replacement
is possible.

Standards 141,142,143 & 144

Internal signage and public announcements

Imposition day: 30/03/2016

Difficulty

Proposal

Cost

Standards 141-143 –
further clarification
required on the
definition of a sign

Accept - Standard 144

Standards 145 & 146

Strategy to promote the Welsh language

Imposition day: 30/03/2016

Difficulty

Not able to control all factors that impact on the number of Welsh speakers

Lack of funding

Wellbeing and Future Generations Act responsibilities

Proposal

Modify – the standard to exclude setting targets to increase the number of Welsh speakers in its area

Standard 154

Recording the number of new and vacant posts
Imposition day: 30/03/2016

Difficulty

Reduced capacity of
HR section

Proposal

Modify – the
imposition date is
extended by 12
months

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