



Comisiynydd Pobl Hŷn Cymru
Older People's Commissioner for Wales

Welsh Language Standards Annual Report 2018-19

July 2019

Older People's Commissioner for Wales

The Older People's Commissioner for Wales protects and promotes the rights of older people throughout Wales, scrutinising and influencing a wide range of policy and practice to improve their lives. She provides help and support directly to older people through her casework team and works to empower older people and ensure that their voices are heard and acted upon. The Commissioner's role is underpinned by a set of unique legal powers to support her in reviewing the work of public bodies and holding them to account when necessary.

How to Contact the Commissioner:

Older People's Commissioner for Wales
Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL

Phone: 03442 640 670

Email: ask@olderpeoplewales.com

Website: www.olderpeoplewales.com

Twitter: [@talkolderpeople](https://twitter.com/talkolderpeople)

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Introduction

As an independent organisation funded by public monies, the Older People's Commissioner for Wales is required to comply with the [Welsh Language Standards](#) (the Standards), which set out a number of ways in which the Commissioner must provide and promote services through the Welsh language and facilitate and encourage its use in the workplace.

The Welsh Language Standards that apply to the Commissioner are divided into four different categories:

- Service Delivery
- Policy Making
- Operational
- Record Keeping

The Commissioner has been issued with 145 Standards:

	Compliance Date: 25.01.17	Compliance Date: 25.07.17	Total
Service Delivery	71	0	71
Policy Making	15	0	15
Operational	47	2	49
Record Keeping	9	1	10
Total	142	3	145

This is the third report undertaken by the Older People's Commissioner for Wales that details what steps and actions have been taken to comply with the Standards.

This report focuses on activities undertaken in the period 1 April 2018 to 31 March 2019, covering the 2018/19 financial year.

Compliance

The Commissioner's compliance with the Standards is set out below.

Service Delivery Standards

- A database is held recording an individual's language preference. This database is updated by all staff on an ongoing basis
- All staff have received training on how to respond to correspondence (letter and e-mail), answer the telephone, arrange and hold meetings, and greet visitors
- All template letters comply with the Standards
- An automated system for the main telephone number enables callers the option to speak to a member of staff in Welsh
- All answer machine messages are bilingual, with Welsh first
- All members of staff answer the phone bilingually, Welsh first
- All documents produced for public use are bilingual, using the tilt and turn format as standard (longer reports are produced separately in both languages)
- Attendees of meetings are asked for their language of choice. If over 10% state they wish to contribute in Welsh, then simultaneous translation is provided
- All public notices and adverts are bilingual
- The Commissioner's website is bilingual
- Any signage in the office is compliant
- All tenders for contracts are published bilingually on the Sell2Wales website
- Tenders received in Welsh will be responded to in Welsh and any interviews will be conducted with the aid of a simultaneous translator

Policy Making Standards

- All staff have received training on the Policy Making Standards
- All staff will consider the effects of any new policy (or amendments to policy) on opportunities for people to use the Welsh language and ensure that the Welsh language is treated no less favourably than the English language
- Welsh Language Impact Assessment guidance has been produced to help staff complete a Welsh Language Impact Assessment

- During the period, Welsh Language Impact Assessments were carried out on the Commissioner's Rethinking Respite project
- If research is commissioned that is intended to assist with policy making, staff will ensure that the research considers how the policy decision could be made so that it does not have a negative impact on the Welsh language

Operational Standards

- A policy on using Welsh internally for the purpose of promoting and facilitating the use of the language is published on the website
- All staff are asked whether they wish to receive their contract of employment in Welsh and the results are recorded
- All staff are asked whether they wish to receive any paper correspondence that relates to his or her employment and which is addressed to him or her personally in Welsh and the results are recorded
- All staff are asked whether they wish to receive any documents relating to their training needs and their performance objectives in Welsh and the results are recorded
- The Commissioner has asked all staff whether they wish to receive forms that record and authorise annual leave, absences from work and flexible working hours in Welsh
- All policies are published bilingually on the shared access drive
- All staff are aware that they are able to make complaints in Welsh and have the right to respond to a complaint made about them in Welsh
- All staff will be offered the opportunity to host any meetings regarding complaints about them in Welsh (with the use of simultaneous translation)
- Any record of decision relating to a complaint against a member of staff will be issued in Welsh
- All policies are compliant with the Standards
- Computer software has been provided to all members of staff who required it to check spelling and grammar in Welsh (Cysgair and Cysill)
- The Welsh language skills of all staff has been assessed through self-assessment (see Welsh Language Skills of Employees section)
- The Commissioner has provided opportunities during work hours for employees to receive Welsh language training. During 2018/19, all employees had the opportunity to attend Welsh language lessons on a Monday at beginner, intermediate or advanced level

- Information to raise awareness of the Welsh language is provided to all new staff members as part of their induction
- Wording and a logo has been provided for staff's e-mail signature to inform people if they are fluent Welsh speakers or learners
- Welsh language skills for new or vacant posts are assessed (see Recruitment section)
- Posts are advertised bilingually and state language skills required
- Adverts state that the Commissioner welcomes applications in Welsh
- All information related to recruitment is published bilingually
- Application forms provide a space for individuals to state if they wish to use Welsh at interview stage and that simultaneous translation will be provided if necessary
- Any new signage is displayed bilingually with Welsh first

Record Keeping

- The Commissioner keeps a record of the number of complaints she receives relating to our compliance with the Welsh Language Standards
- The Commissioner keeps a copy of any complaint that she receives in relation to the Standards
- The Commissioner keeps a record of steps taken to comply with the Policy Making Standards
- The Commissioner keeps a record of the Welsh language skills of all staff and keeps the self-assessments
- The Commissioner keeps a record of the assessments she carries out for Welsh language skills of new or vacant posts
- The Commissioner keeps a record of how all new or vacant posts were categorised in relation to Welsh language skills needed

Language Complaints

During 2018/19, there have been no complaints received regarding the Commissioner's compliance with the Welsh Language Standards.

Welsh Language Skills of Employees

As at 31 March 2019, the Commissioner employed 18 members of staff. The Welsh Language Survey was conducted during March 2019. All members of staff responded to the survey. The results are detailed in the tables below:

Department	Wellbeing and Empowerment*	Corporate Affairs**	Commissioner	Total
Number of staff	10	8	1	19
No skills	2	0	-	2
Entry	3	3	1	7
Foundation	0	2	-	2
Intermediate	1	1	-	2
Advanced	0	1	-	1
Fluent	4	1	-	5

* This department includes the Commissioner's Senior Caseworkers who manage enquiries from the public

** This department includes the Commissioner's front-line administrative support staff.

Level	Band					Total
	B	C	D	F	Comm	
No Skills	0	0	2	-	-	2
Entry	1	2	3	-	1	7
Foundation	2	0	0	-	-	2
Intermediate	0	1	1	-	-	2
Advanced	0	0	0	1	-	1
Fluent	2	2	1	-	-	5

Recruitment

During 2018/19, one role was advertised: Communities, Local Government and Equalities Lead. This role was classed as 'Welsh essential' stating that the ability to speak Welsh fluently and being capable of conducting a media interview through the medium of Welsh was essential.

Training

No training was delivered through the medium of English or Welsh on topics such as recruitment and interviewing, performance management, complaints and disciplinary procedures, induction, dealing with the public, and health and safety.