

Welsh Language Standards report

1 April 2017 – 31 March 2018



1. Introduction

A compliance notice was issued to Wales Council for Voluntary Action (WCVA) by the Welsh Language Commissioner on 25 July 2016.

This compliance notice outlined WCVA's duty to meet 147 of the statutory Welsh Language Standards established by the Welsh Government under the Welsh Language (Wales) Measure 2011. This Measure gave equal status to Welsh and English so that Welsh cannot be treated less favourably than English.

The introduction of the Welsh Language Standards is designed to ensure that those in Wales who wish to live their lives in Welsh can do by obliging public bodies and some third sector organisations, to deliver their services in Welsh.

The Welsh Language Standards require WCVA to present an annual report, in relation to each financial year, that deals with the way that it has complied with the Service Delivery, Policy Making and Operational Standards. Provision is also included within the Standards concerning publishing and publicity of the Annual Report. This Report sets out the WCVA's progress towards complying with the Standards from 1 April 2017 to 31 March 2018.

WCVA believes that it is responding to the Standards in a positive manner. In 2017-18, 15 staff received Welsh Language Awareness training as part of their induction to WCVA. A further 32 staff attended a Welsh Language Refresher course, something they are required to do every two years. These courses include the Standards and how to improve working practices accordingly. We also offer a Work Welsh online course, which 3 members of staff completed during this period.

WCVA is committed to encouraging all its staff to use the Welsh language skills that they have, and to creating a bilingual working environment where they feel they can use Welsh. Learners and less confident speakers are encouraged to use the language in a non-judgemental and supportive environment.

2. Background

The Standards are a set of legally binding requirements that aim to improve the bilingual service that the people of Wales can expect to receive from a number of public and statutory bodies. WCVA is also included. The Standards clearly set out what our responsibilities are in terms of providing bilingual services, ensuring the Welsh language is not treated any less favourably than the English language.

The Language Standards are divided into five different categories

- Service Delivery
- Policy Making
- Operational
- Record Keeping
- Promotion

WCVA is required to comply with Standards for Service Delivery, Policy Making, Operational, and Record Keeping.

The Standards aim to:

- Make it clear to organisations what their duties are in relation to the Welsh language.
- Make it clearer to Welsh speakers about the services they can expect to receive in Welsh.
- Make Welsh language services more consistent and improve their quality.

3. Welsh Language Officer role

During the period, the Communications and Public Affairs Manager acted as the Welsh Language Officer. She worked with teams and managers across the organisation to ensure procedures are in place and to help staff understand their role in assisting WCVA meet the Standards.

Desktop guidance notes are available to assist staff with compliance. The main elements of the guidance notes deals with the practical day-to-day implications of working to meet the Standards, such as how to answer the telephone; how to arrange meetings, talking the participants language choice into consideration; and recording the language choice of our members and contacts.

4. Vision for Welsh Language

WCVA's Welsh Language Scheme is still a working document which outlines the organisation's commitment to the Welsh language.

In November 2015, WCVA and the Welsh Language Commissioner signed a Memorandum of Understanding, and the accompanying action plan sets out joint working for each financial year. This work includes co-hosting learning opportunities and looking for opportunities to promote WCVA's and the Commissioner's work at national events.

5. Developing our Welsh language learning offer

We arranged for 12 Welsh or bilingual courses and webinars to run on our 2017-18 training programme. Of these, 4 courses were delivered bilingually and 2 webinars through the medium of Welsh. We received no bookings for 4 courses and 2 webinars which were due to be run through the medium of Welsh and so these were cancelled. From the programme there are now five webinars being delivered through the medium of Welsh on various topics. We are also continuing to work in partnership with the Welsh Language Commissioner, to deliver the *Bilingualism at work course*.

There were 75 responses to our 2017/18 learners survey, 12 through the medium of Welsh. The majority of these respondents preferred Welsh language training, rather than bilingual training. 17 respondents noted that the *Leadership and Management* strand was the most desirable through the medium of Welsh, followed by *finding funding*, with 12 respondents).

WCVA is working in partnership with Mentrau Iaith to develop our 2018/19 training programme.

6. Complaints - in accordance with Standard 141

Service Delivery - WCVA is subject to 75 Service Standards.

One complaint was received during this period regarding availability of a training course through the medium of Welsh. The training course was subsequently delivered in Welsh.

Policy Making - WCVA is subject to 16 Policy Making Standards.

No complaints have been made during this period relating to WCVA's compliance with the Policy Making Standards.

Operational - WCVA is subject to 46 Operational Standards.

No complaints have been made during this period relating to WCVA's compliance with the Operational Standards.

7. Welsh language skills and learning - in accordance with Standard 145

Welsh language skills of WCVA staff as of 31 March, 2018.

22	Staff identify themselves as Welsh speakers
8	Staff are learning Welsh
61	Staff identify themselves as not having any Welsh language skills

8. Recruitment - in accordance with Standard 148

The number of new and vacant posts advertised during the year which were categorised as posts where:

Posts	Criteria
4	Welsh language skills were essential
0	Welsh language skills needed to be learnt when appointed to the post
7	Welsh language skills were desirable:
0	Welsh language skills were not necessary

All posts are advertised as either Welsh language skills essential or desirable. Where possible, we explain the level of skills required.

Contacts

Ruth Marks
Chief Executive
WCVA
Baltic House
Mount Stuart Square
Cardiff CF10 5FH

Rhian Milcoy
Welsh Language Officer
WCVA
Baltic House
Mount Stuart Square
Cardiff CF10 5FH

☎ 0300 111 0124 (calls are welcomed in Welsh and in English).

📄 029 2043 1701

✉ help@wcva.org.uk

🌐 www.wcva.org.uk

WCVA welcomes receiving correspondence in Welsh. We will respond to correspondence received in Welsh, in Welsh. Corresponding in Welsh will not lead to delay.



Registered charity 218093 / Company Limited by Guarantee 425299 / Registered in Wales