**Blaenau Gwent County Borough Council’s Compliance with the**

**Welsh Language Standards (Supplementary Matters) – July 2021**

**Produced in line with the requirements of**

**The Welsh Language Standards Regulations (No.1) 2015**

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| **Standards** | **Information** |
| 155, 161, 167, 173, 175 | The Welsh Language Commissioner’s Compliance Notice (that details all the Service Delivery, Policy Making, Operational, Promotional and Record Keeping Standards under which the Council has a duty to comply) has been published on the Council’s intranet for staff and elected members’ information, and also on a new page on the Council’s website, and so replaces the previous information on the Welsh Language Scheme. |
| 156, 162, 168 | The Council welcomes comments, complaints and compliments from members of the public as this information is used to improve services.<https://www.blaenau-gwent.gov.uk/cy/cyngor/cwynion-a-chanmoliaeth/cwynion-a-chanmoliaeth-corfforaethol/>If a complaint relates to services provided by Social Services, these can be reported via the website:<https://www.blaenau-gwent.gov.uk/cy/cyngor/cwynion-a-chanmoliaeth/cwynion-gwasanaethau-cymdeithasol/> |
| 157, 158, 159, 163, 164, 165, 169, 170, 171, 173, 175 | Oversight of the Welsh Language Standards at a corporate level and across service areas is ensured in the following ways:* The Welsh Language Annual Monitoring Reports are considered and approved by Corporate Leadership Team before being presented to Scrutiny and Executive before being published.
* The Council’s Equality Impact Assessment framework includes Welsh Language as a consideration.
* Arrangements are in place to ensure that any complaint received in the Council that relate to the Welsh Language Compliance are copied to the Council’s Policy Team, who appropriately advise and support the relevant service area. Complaints relating to Compliance are reported annually as part of the Welsh Language Monitoring Report.
* Arrangements are in place to record the number of employees that have Welsh Language skills including the level of skills.
* A framework is in place to assess and record assessments of the Welsh language skills needed in relation to new or vacant posts.
* A framework is in please to record the number of new or vacant posts which have been categorised as posts where:
	+ Welsh language skills are essential;
	+ Welsh language skills need to be learnt when appointed to the post;
	+ Welsh language skills are desirable; or
	+ Welsh language skills are not necessary.
* The Corporate Equalities Network is a corporate-wide group of representatives from across the Council directorates and key service areas. Individually and collectively they oversee any developments on the Welsh Language, which features as a strategic work programme.
* The previous Welsh Language Schemes and the Welsh Language Standards cover every aspect of the Council’s service delivery across hundreds of different functions. In order to break down the requirements into thematic areas for staff to be able to understand how Welsh Language issues relate to their day-to-day work, since 2011 various practical guidance documents have been developed. The following guidance documents are now available which reflect the requirements of the Welsh Language Standards. Some of these are currently in the process of being updated. These include:
* Welsh Language Standards Overview
* Translation Procedure
* Telephone answering flow chart
* Correspondence Disclaimer
* Out of office templates
* Bilingual Greetings
* Useful Phrases
* Language Preference Form
* Welsh Language Standards Compliance Notice - Blaenau Gwent
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| 160, 166, 172, 174, 176 | Blaenau Gwent County Borough Council, the Council will provide any information requested by the Welsh Language Commissioner, which relates to the Council’s compliance with the Standards with which we are under a duty to comply. |