

How the council monitors the Welsh Language Standards

	Method	Actions	Timelines
1	Corporate Complaints	Corporate Complaints that relate to the provision of services and which involve the Welsh Language and/or are made in the Welsh Language are logged as such on the corporate complaints along with complaints received from the Welsh Language Commissioner	Ongoing and recorded in the annual report.
2	HR Department	Identify workplaces and posts where the ability to speak Welsh is an essential or a desirable requirement (using the Welsh Language Skills Strategy and Assessment Tool).	As posts are assessed e.g due to vacancies.
3	Champions Meetings	Any concerns from sections are brought to the Champions meetings for action along with concerns that need to be disseminated by the Welsh Language officer to staff. Emails to champions also go to all Heads of Service.	Meetings every 2-3 months and email contact more frequently.
4	Councils' Web Pages	Audit of all public web pages	6 monthly
5	Social Media	Monitoring of Twitter and facebook posts.	ongoing
6	Telephone	Internal monitoring by Welsh Language officer and Managers e.g, telephone being answered in Welsh. Answer machines having Welsh messages. Staff on receptions speaking Welsh.	ongoing
7	Software	? Monitoring /Monitoring Software which complies with standards across departments	

8	Procurement	Consideration of the Welsh Language in the tendering process.	
8	Welsh Language Training	<p>Monitor the number and percentage of staff who have received training in Welsh to specific standards across the authority and according to departments and directorates.</p> <p>Monitor numbers who have completed Welsh Awareness e-learning courses</p>	
9	Equality Impact Assessments	Inclusion of the Welsh Language in the Equality Impact Assessment process to ensure that due regard is given to the Language in relation to all the authority's main decisions.	Every EIA Screening/Full EIA Report - ongoing.