

Relevant person	Investigation	Date decision notice was given	Commissioner's findings and determinations
<p><u>Blaenau Gwent County Borough Council</u></p>	<p><b>CS1170</b> A complaint was received from a member of the public about Aneurin Leisure Trust's (the Trust) lack of use of the Welsh language:</p> <ul style="list-style-type: none"> <li>- on its websites</li> <li>- on its social media</li> <li>- on some signs at sites which it manages.</li> </ul> <p>The Trust delivers services which are promoted on these websites and social media accounts on behalf of Blaenau Gwent County Borough Council (the Council). It also controls the site where the signs were erected on behalf of the Council. The Council therefore has a duty to ensure that this provision complies with the Welsh language standards.</p>	<p>04/06/2024</p>	<p><b>Commissioner's Findings</b></p> <p>In this case, the following websites did not have Welsh language pages, contrary to the requirements of standard 52:</p> <ul style="list-style-type: none"> <li>- the Trust's corporate website (<a href="http://www.aneurinleisure.org.uk">www.aneurinleisure.org.uk</a>)</li> <li>- the website for BG Life leisure centres and services (<a href="http://www.bglife.co.uk">www.bglife.co.uk</a>)</li> <li>- the Parc Bryn Bach website (<a href="http://www.parcbrynbach.co.uk">www.parcbrynbach.co.uk</a>)</li> <li>- the Bedwellty House and Park website (<a href="http://www.bedwelltyhouseandpark.com">www.bedwelltyhouseandpark.com</a>)</li> </ul> <p>The Trust's social media accounts published information and posts in English only. This was contrary to the requirements of standard 58.</p> <p>Some English-only signs were placed at Parc Bryn Bach. This was contrary to the requirements of standard 61.</p> <p>During the investigation, the Trust published a Welsh language version of its corporate website (<a href="http://www.aneurinleisure.org.uk">www.aneurinleisure.org.uk</a>) and the BG Life website (<a href="http://www.bglife.co.uk">www.bglife.co.uk</a>).</p>

The Trust also replaced the English-only signs with bilingual ones and corrected the erroneous Welsh language text on the other signs.

Enforcement action was imposed to ensure that the Council addressed the other failures to comply, where it had not done so voluntarily.

Standards 52, 58 and 61 – Failure  
Standard 55 – No failure

### **Further Action**

Requirement to take steps in accordance with section 77 of the Welsh Language Measure

1. The Council must undertake a review to establish which of the following are delivered on its behalf by the Trust:

- Pages and information published on its websites
- Posts on its social media accounts
- Signs on display

Requirement to prepare an action plan in accordance with section 77 of the Welsh Language Measure

2. Based on the findings of the review, the Council must prepare an action plan to ensure compliance with standards 52, 58 and 61.

3. The action plan must include the following information:

- A description of the steps that the Council will take to comply with the standards
- A timetable for completing the steps that the Council will take to comply with the standards.

**CS1213** A complaint about a lack of Welsh language service on more than one occasion at the reception of Cardiff Central Library.

Cardiff Council

04/06/2024

The timetable should be no longer than 6 months from the date of approval of the plan.

- An explanation of who will be responsible and accountable for taking each step identified in the plan.
- Assurance that members of the Senior Management Team have a role in scrutinising progress.

Timetable: Within 3 months of issuing the final Determination.

#### **Commissioner's Findings**

The relevant requirement for the investigation is standard 64. The Council confirms that there isn't a Welsh speaker working at the library reception at all times, and therefore it is not always possible to provide a reception service in Welsh. This is a failure to comply with standard 64. The Council has already put steps in place to encourage staff to learn Welsh, and a recruitment plan has been prepared for the coming months. As a result, I will not be taking further action in relation to the failure.

Standard 64 – Failure

#### **Further Action**

##### Standard 64

No further action as a result of steps already in place by the Council to correct the failure.

The City and  
County of  
Swansea  
Council

**CS1209** I received a complaint from a member of the public alleging that she had received an email from Swansea Grand Theatre, containing a link to a survey in Welsh, which led to a web page

13/05/2024

#### **Commissioner's Findings**

The relevant requirement in question is standard 50. As the Council submitted evidence confirming that a Welsh language version of the survey had been available, there had been no failure to comply with standard 50.

in English. After this, the survey was removed from the website, and an English-only message appeared on the page stating that the window for responding to the survey had closed.

**CS1195** A complaint was received from the complainant regarding the registration process for registering a child in a school within the Council's catchment area. The registration process contained a number of errors when the complainant submitted the application on the Council's Welsh electronic registration form and website.

In particular, the complainant stated:

- That the Council's website and the application process for registering a child in a school were not available entirely in Welsh, although choosing Welsh schools was an option;
- She received confirmation of her child's enrollment in a Welsh-medium school in English only;
- The complainant's home address appeared on the fall curtain in English only, without a Welsh option; a
- That the Council only submitted standard correspondence in English without any correspondence in Welsh, even though the complainant submitted

10/05/2024

However, I encourage the Council to ensure that it clearly states on the English versions of forms for public use that a Welsh version is also available.

Standard 50 – No failure

### **Commissioner's Findings**

In this case, the website, the website options and the dropdown options on the application form for a place in a school on the Council's website treat the Welsh language less favorably and are contrary to the requirements of standard 52. The website and the application process for a place in a school within the Council's catchment area is also contrary to the requirements of standard 56. In addition, the correspondence the complainant received confirming a place for her child, despite completing the form in Welsh, is in English only and contrary to the requirements of standard 4.

Standard 4 – Failure

Standard 50 and 50B – Failure

Standard 52 and 56 – Failure

### **Further Action**

#### Standard 4:

1. Wrexham County Borough Council must raise staff awareness of the need to send correspondence to more than one person bilingually on all occasions.

#### Standard 50 and 50B:

2. Wrexham County Borough Council must check all its e-forms to ensure that all forms are available in Welsh

the application in Welsh on the Council's website

and that the forms do not treat Welsh less favorably than English.

Standard 52 and 56:

3. Wrexham County Borough Council must take steps to ensure that the Council's online services are published on its website in Welsh and English, including drop down options and headings on sections of the Council's website and any online forms used by the Council.

All Standards:

Wrexham County Borough Council must carry out a review of its arrangements and procedures and the way it checks and proofread websites, online forms and any registration process ensuring accuracy and consistency in the Welsh version and the Version English from the same document.

Following the review, I require Wrexham County Borough Council to prepare a findings report and include a section about the lessons learned from carrying out the review and what changes need to be introduced to the Council's procedures in preparing and reviewing announcements and options/drop down menus on the Council's website. Practical advice must also be produced explaining to staff how to plan and operate in Welsh when providing such services to the public.

contained text in English only. The text in question was 'Town Centre', 'East' and 'West'.

**CS1201** The complainant alleges that a Welsh-language electoral registration notice sent by Carmarthenshire County Council included his home address in English. A screenshot was provided of the notice in question which confirmed this.

Carmarthenshire  
County Council

12/04/2024

This created a suspicion of failure to comply with standard 61. A standard translation for 'Town Centre' is prescribed in the Welsh Government guidelines. By not using that translation, the Council has failed to comply with standard 61. There is no Welsh version of 'East' and 'West' in the guidelines, and therefore the Council has no right to use 'Gorllewin' and 'Dwyrain'. This is because that would be contrary to the relevant Legislation, and therefore the Council is exempt from the requirements of the standard in accordance with paragraph 25 of Part 3 of Schedule 1 of the Welsh Language Standards (No.1) Regulations 2015.

Standard 61 – Failure (No further action).

#### **Commissioner's Findings**

The relevant requirements in question are standards 4 and 6. After receiving evidence from the Council, the correspondence in question treats the Welsh language less favourably as the complainant's address is not listed in Welsh, despite the fact that the street where the complainant's home is located is registered in Welsh by the Council. This is contrary to the requirements of standard 6.

Having considered the Council's evidence, it appears that the complainant's complaint is due to an issue with the postal addresses used by the Council's software providers. This is beyond the Council's control. As a result, the most practical way of addressing the issue highlighted by the Council is to enter into a settlement

Flintshire  
County Council

**CS1202** I received a complaint from a member of the public who claimed that the Welsh names of electoral wards were misspelled on the Council's website, and English-only text appeared on pages that provided information about the Council's councillors. This is the second time the complainant has submitted a complaint about this matter. It was decided not to investigate the first complaint following

11/04/2024

agreement and find a way of ensuring the most positive change in relation to the software.

Consequently, despite finding a failure, I will not take further action or impose enforcement action on the Council. I will ask my officers to contact the software company, IDOX as well as the Royal Mail for their response to these findings and to consider a solution to the situation that will ensure the Council's compliance with the Welsh Language Standards. I also recommend that my officers carry out an exercise to gather information from all local authorities in Wales regarding their current arrangements when preparing electoral registration correspondence in order to understand how local authorities prepare and create electoral registration correspondence which complies with the Welsh Language Standards.

Standard 4 – Failure

Standard 6 – No failure

#### **Commissioner's Findings**

The relevant requirement under investigation is standard 52. In this case, the page in question on the Council's website has treated the Welsh language less favourably than the English language for the reasons stated by the complainant in the complaint, contrary to the requirements of standard 52.

Standard 52 – Failure

#### **Further Action**

commitments from the Council to tackle the issue.

Powys County Council

**CS1171** There are two elements to this complaint. Firstly, the complainant alleges that there were English-only announcements on the public address system of a Traws Cymru bus between Newtown and Cardiff on 05/07/2023, as well as announcements where the Welsh language followed the English language on the public address system. Secondly, the complainant alleges that the Welsh language appeared after the English language on the digital screen of the bus service between Newtown and Cardiff.

10/04/2024

Standard 52:

1. Flintshire County Council must check the correct spelling of the name of each County electoral ward on its website.
2. The Council must once again distribute its support package for bilingual software developers to all relevant members of staff, drawing the specific attention of staff to the requirement to ensure that "linguistic quality should be at the same level for both languages" (clause 1.3 of the package).
3. The Council must monitor a sample of 10 pages on its website within a year, to ensure that the Welsh content is correct in accordance with the requirements of standard 52.
4. Flintshire County Council must provide written evidence that satisfies the Welsh Language Commissioner that it has completed enforcement steps 1-3.

**Commissioner's Findings**

The relevant requirements under investigation relate to Standards 87, 61 and 62. In this case, the Welsh language has been treated less favourably than the English language in the public address system announcements of the bus service between Newtown and Cardiff, which is contrary to the requirements of standard 87. Furthermore, the Welsh language was treated less favourably than the English language due to incorrect Welsh text on the bus service's digital screens, contrary to the requirements of standard 61. There was however no failure to comply with standard 62 as the text was displayed on a loop.

Standard 87 – Failure  
Standard 61 – Failure  
Standard 62 – No failure

**Further Action**

Standard 87:

1. Powys County Council must create a guidance document for its staff and bus service contractors which explains the requirements of standard 87 in relation to public address system announcements, and draw the attention of the relevant staff and contractors to that document.
2. The Council must create a checking procedure for observing the compliance of the bus service with the requirements of the Welsh language standards, including standards 87 and 61.
3. The Council must check the accuracy of a sample of the names of fifteen bus-stops displayed on the digital screens of the T4 bus service, within a period of 3 months. This is relevant only to bus-stops on the T4 service which fall under the responsibility of the Council.

Standard 61:

4. The Council must check the accuracy of the Welsh names of all bus-stops on the T4 bus service within a period of three months, and correct any incorrect names that are identified. This is relevant only to bus-stops on the T4 service which fall under the responsibility of the Council.