



Comisiwn
Cydraddoldeb a
Hawliau Dynol

Equality and
Human Rights
Commission

Annual report for 2017 to 2018 on our compliance with the Welsh language standards

September 2018

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1 | Introduction

The Equality and Human Rights Commission has always adopted the principle, so far as it is both appropriate in the circumstances and reasonably practical, that in the conduct of its public business in Wales, it will treat the Welsh and English languages on a basis of equality.

This eighth annual report outlines the progress achieved by the EHRC for the year 20 April 2017 – 19 April 2018 in delivering the Welsh Language Standards imposed on the Commission by the Welsh Language Commissioner on 25 January 2017. The Commission's Welsh Language Officer oversees and monitors, on its behalf, the day to day implementation of the Standards.

2 | Service delivery standards

The Commission provides information, advice and guidance and a signposting service. To that end information is provided in Welsh through:

- a bilingual website with up to date bilingual latest news and blog sections
- conferences and Equality and Human Rights Exchange Network of 150 employers. Simultaneous translators are provided at these events to allow those who wish to communicate through Welsh to do so. Delegate packs for conferences are bilingual
- Wales Committee open forum sessions
- email and phone enquires – there is always provision for e-mails to be conducted in Welsh or bilingually
- publications, especially when the subject matter concerns Wales are available in Welsh

It is important to us at the Commission that the public in Wales has a choice of language when accessing our services. So, we endeavour to ensure that as many as possible of our services are available in Welsh. We strive to ensure that the services provided in Welsh and English are of equal quality and are provided within the same timescale whenever it's possible to do so.

There is guidance for staff on the Commission's Intranet on how to implement the Welsh Language Standards. It sets out good practice when dealing with the Welsh speaking public, either through written, digital or telephone communication.

It explains the procedure to follow to ensure that communicating or corresponding through the medium of Welsh does not of itself lead to a delay or impede quality of service.

The Commission makes it clear on the Homepage of the Wales Section of its website, in correspondence and in publications and notices that invite persons in Wales to respond or correspond with us, that we welcome correspondence in Welsh and English.

Our stakeholders in Wales always receive bilingual correspondence from us, but when a reply is needed to any correspondence we receive in Welsh, we reply in Welsh only.

We are working towards using a stakeholder relationship management tool (SMART) to capture and record language preference.

2.1 Telephone communication

All telephone calls to the reception area are answered with the name of the Commission given bilingually. When the dialogue is initiated in Welsh by the caller, they are given the option of continuing with the call in Welsh or English. There is normally a Welsh speaking person available for communication through the medium of Welsh. When specialist advice is needed and cannot be given orally in Welsh, the caller is given the option of speaking in English or communicating in written form in Welsh.

Other members of staff are encouraged to answer the phone to external callers with a bilingual greeting and all have a bilingual message on their personal answer-phones.

When we publish our main telephone number we state in Welsh and in English that we welcome calls in Welsh.

Our main telephone call answering service in Wales uses a bilingual message which informs persons calling, in Welsh, that they can leave a message in Welsh.

2.2 Communicating with stakeholders and holding events

All circular, standard and news e-letters sent to stakeholders in Wales by the Commission in Wales are issued bilingually. The same applies to any letters, invitations, email straplines and footers sent by the Commission in Great Britain to stakeholders in Wales.

The following invitations were sent out bilingually by the Commission in Great Britain to stakeholders in Wales:

- promoting ending sexual harassment at work report
- gender pay gap consultation events

- launch event for cumulative impact assessment report, at the House of Commons, London
- promoting legal priorities flyer
- sexual harassment survey
- launch the Commission's review into the effectiveness of unconscious bias training
- promoting EHRC adviser support e-leaflet for Wales
- Government Equality Office open consultation on Returning to work after time out for caring
- research to understand how to best convey human rights messages, in line with the Commission's statutory duties to promote Human Rights
- all Working Forward promotion, news items and updates
- survey into housing for disabled people
- briefing event in the Commons on the EU (Withdrawal) Bill: Ensuring a Fair EU Exit, for cross-party MPs, ahead of committee stage of the EU (Withdrawal) Bill, to consider the implications and opportunities for equality and human rights protections in all parts of the UK, as it prepares to exit the EU

When organising events for stakeholders in Wales, the Commission sends out bilingual invitations. Delegates are asked to inform the Commission prior to the event, whether they wish to communicate in Welsh. When at least 10% of the people that have registered an interest to attend state that they wish to use the Welsh language at the event, simultaneous translation is provided.

All communication to stakeholders by e-mail prior to events is sent bilingually. Delegate packs which contain agendas, evaluation forms, biographies of guest speakers and any other information pertinent to the event are bilingual.

Most roundtable discussions as part of a main conference are conducted in English. Delegates who wish to converse in Welsh for roundtables are seated together. Simultaneous translation is provided to any non Welsh speaking delegate who also sits at that table.

Below is a list of events organised by the Equality and Human Rights Commission in Wales over the year. All of them were organised as per above practice:

- 11/5/2017- CIPD Masterclass on Pregnancy and Maternity – Cardiff
- 6/7/2017- Equality and Human Rights Exchange (EHRE) Annual Conference 2017 – The Right to be Human: human rights and delivering public service

- 11/177 requested to communicate in Welsh. 7 evaluation forms returned in Welsh
- 7/7/2017 – Human Rights Roundtable
- 4/10/17 – EHRE event West Wales – Neath
 - (1/20 requested to communicate in Welsh)
- 10/10/17 – EHRE event in Wrexham
 - (0/21 requested to communicate in Welsh)
- 16/10/17 – Cumulative impact assessment workshop - Welsh Government and third sector
- 25/10/17 - EHRE event in Newport
 - (3/15 requested to communicate in Welsh)
- 13/11/17 – Launch of anti-bullying resource with Children’s Commissioner
- 19/11/17 – International Men’s Day and launch of Working Forward guide on paternity leave
- 21/11/17 – National Assembly debate
- 23/11/17 - Stakeholder celebration event - Equality and Human Rights in Wales, the past, present and future. 10 years of the Equality and Human Rights Commission.
- 11/12/17 - North Wales human rights roundtable
- 23/1/2018 – Third sector capacity building work - S Wales event
- 7/2/2018 – EHRE event – Swansea
- 8/2/2018 – Women into Leadership Conference – Cardiff
- 20/2/2018 – Human Rights Lecture
 - (3/28 evaluation forms returned were in Welsh)
- 27/2/2018 – EHRE event Aberdare
- 22/3/2018 – Is Britain Fairer? Conference – South Wales

2.3 Publishing and printing material directed at the public in Wales

The ‘Implementing the Welsh Language Standards’ guideline document, which is also on this web page, sets out the Commission’s normal practice when publishing and printing material directed at the public in Wales.

The Commission has reduced the number of hard copy publications it produces. During the year, the following publications were published by the Commission in bilingual form:

Publication	Date	Copies printed
Research report 107: The disability pay gap	August 2017	Digital copy in Welsh and English
Research report 108: The ethnicity pay gap	August 2017	Digital copy in Welsh and English
Research report 109: The gender pay gap	August 2017	Digital copy in Welsh and English
Research report 110 : Tackling gender, disability and ethnicity pay gaps: a progress review	August 2017	Digital copy in Welsh and English
Fair opportunities for all: A strategy to reduce pay gaps in Britain	August 2017	Digital copy in Welsh and English
The United Nations Convention on the Rights of Persons with Disabilities – What it means for you?	August 2017	Digital copy in Welsh and English
Delivering the Prevent duty in a proportionate and fair way	September 2017	Digital copy in Welsh and English and 100 tilt and turn bilingual hard copies
Assistance dogs: Take the lead	September 2017	Digital copy in Welsh and English
Assistance dogs: A guide for all businesses	September 2017	Digital copy in Welsh and in
Working Forward Conversation Guide for Line Managers	September 2017	Digital copy in Welsh and in English
Working Forward toolkit	September 2017	Digital copy in Welsh and in English
Supporting pregnancy and maternity rights	September 2017	Digital copy in Welsh and in English

Publication	Date	Copies printed
Measurement Framework for Equality and Human Rights – Executive summary	October 2017	Digital copy in Welsh and in English
Tips for tackling bullying discrimination	November 2017	Digital copy in Welsh and in English
EHRC Wales Annual Review 2016 - 2017	November 2017	Digital copy in Welsh and in English and 150 tilt and turn bilingual hard copies
Animation for anti bullying week	November 2017	Digital copy in Welsh and in English
Sexual harassment and the law: Guidance for employers	November 2017	Digital copy in Welsh and in English
Following Grenfell: The human rights and equality dimension	December 2017	Digital copy in Welsh and in English
How well is the UK performing on disability rights? The UN's recommendations for the UK	January 2018	Digital copy in Welsh and in English
EHRC Enabling Gypsy Roma and Travellers Consultation Response	January 2018	Copy in Welsh and in English
The Equality Act 2010: a guide for political parties	February 2018	Digital copy in Welsh and in English
Legal cases: can you help us to help others?	February 2018	Digital copy in Welsh and in English
Progress on socio-economic rights in Great Britain	March 2018	Digital copy in Welsh and in English
The cumulative impact of tax and welfare reforms	March 2018	Digital copy in Welsh and in English

Publication	Date	Copies printed
The impact of welfare reform and welfare to work programmes: an evidence review	March 2018	Digital copy in Welsh and in English
Progress on socio-economic rights in Great Britain	March 2018	Digital copy in Welsh and in English
How to work out the value of a discrimination claim	March 2018	Digital copy in Welsh and in English
Closing the gap: Enforcing the gender pay gap regulations	March 2018	Digital copy in Welsh and in English
Unconscious bias training: An assessment of the evidence of effectiveness	March 2018	Digital copy in Welsh and in English
Turning the table: Ending sexual harassment at work	March 2018	Digital copy in Welsh and in English
Business Plan 2018 - 2019	March 2018	Digital copy in Welsh and in English
Understanding the Public Sector Equality Duty: Resources for the third sector in Wales	March 2018	Copy in Welsh and in English
Equality Act 2010: Handbook for advisers	March 2018	Digital copy in Welsh and in English
The UN Convention Against Torture: how civil society organisations can help hold the Government to account	March 2018	Digital copy in Welsh and in English
Measurement Framework for Equality and Human Rights: Executive Copy and Quick Guides	March 2018	Digital copy in Welsh and in English
How to work out the value of a discrimination claim	April 2018	Digital copy in Welsh and in English

Responses to Welsh Government and National Assembly consultations that are made public were translated.

All press releases, advertising and publicity material issued by the Commission in Wales are bilingual as are any promotional and information materials displayed by the Commission at events in Wales.

2.4 The website

Even though the Commission revamped its website in the Spring of 2016 into a more modern version that offers all the latest methods of engaging with the public, the facilities to enable the content of the Welsh language mirror pages to appear totally in Welsh are still not yet all in place in the new website, despite the Commission's committed approach and working closely with the website developers to sort out the difficulties as soon as possible, so that the pages on its website that are relevant to the public in Wales are totally bilingual.

The homepage continues to offer up to date equality and human rights news items, press releases and blogs in Welsh and English.

Online registration forms appear in Welsh and in English so that stakeholders and delegates can register for events in their language of choice.

Whenever we undertake a survey or investigation that involves the public in Wales, all the surveys are online and available in Welsh and English.

All job adverts this year were published online in Welsh and English.

According to the Commission's yearly web statistics: 1 April 2017 to 31 March 2018, the content drilldown by language showed that there were a total of 4,715 Welsh language page views.

Except for the Commission in Wales section landing page, which we at present are unable to edit due to the problems alluded to above, all the other webpages of this section are in Welsh and in English.

At the bottom of every page, there is Welsh/English toggle option which allows viewers to immediately access the corresponding page in the other language.

Viewers can also choose to find information through the search box in the language of their choice. The result of the search is shown in the language of the current page interface.

It is intended that all the links on the Welsh language pages that direct users to an external website will connect with the Welsh language pages of that site, so that the language choice remains.

With the support of the Commission's website team, the Welsh Language Officer, edits, updates and uploads the Welsh language pages, quality controls the standard of the language and ensures that the terminology used is acceptable to experts and stakeholders in the field of Equality and Human Rights. Even though every effort is made to publish the Welsh language web page as soon as possible after the corresponding English page has been published, it is not always possible to do so.

The Welsh Language Officer continually checks the device on the website that indicates that an English language page has been updated and will subsequently edit the corresponding Welsh language mirror version to implement those changes

2.5 Social media

Over 90% of the Commission in Wales' social media correspondence is undertaken in both Welsh and English and are published at the same time. Through social media the Commission regularly reminds stakeholders that it welcomes correspondence in either Welsh or English.

2.6 Signs

On the site that the Commission's Wales office is located, all the signs that direct visitors to the office are bilingual with the Welsh and English names appearing in that order respectively.

2.7 Awarding contracts

Any agreements or arrangements which we make with third parties are consistent with the Welsh Language Standards. The Welsh Language is factored in to partnerships, collaborations, joint events and joint publications. Procurement contracts require contractors to factor in time and resources for the Welsh Language where appropriate. Our procurement arrangements include provision for translation and communication support. Regarding translation and Communication Support,

such as Simultaneous Translation, the Commission, following central Government procurement strategies has pre-negotiated contracts in place which covers a multitude of languages including Welsh.

This year the following arrangements were organised accordingly:

- Asylum Seeker and Refugee Project seeking contractor(s) with suitable experience to develop a range of resources to relate the living experience of refugees and asylum seekers in Wales
- analysis of compliance with the PSED - NATCEN Social Research was commissioned by the EHRC to monitor the experiences of local authorities in developing, implementing and evaluating the outcomes of their equality objectives under the PSED
- Diverse Cymru – Creation of PSED Resources for the Third Sector
- Identifying and Tackling Discrimination in the Workplace Course delivered by Lancaster Consulting HR Ltd (October 2017) on behalf of the Commission
- Legal opinion x 2 – Brexit and Wales Act
- The Impact of Legal Integration of the UN Convention on the Rights of the Child in Wales

2.8 Policy making standards in Wales

Compliance requirements with the Welsh Language Standards are addressed in the 'Other Considerations' section of EHRC's Project Brief/Directorate Plan, a mandatory foundation document for delivering the Commission's business plan. A project cannot be signed off until the GB or country specific implications for the scope and direction of the work have been considered and agreed.

Guidance on cost estimation for the purposes of project planning on our intranet includes advice to consider Welsh translation.

When commissioning or conducting any research or consultation that involves the public in Wales, the Commission ensures that all correspondence/invitations/surveys/consultations are in Welsh and in English.

The Commission's 2017/18 objectives and success measures included:

- ensure compliance with Welsh Language Standards requirements under Welsh Language (Wales) Measures 2011
- Welsh Language Standards Compliance Monitoring Report 19 April 2017 – 20 April 2018 published on website by 30 Sept 2018

- evidence that EHRC's Welsh language provision meets the needs of Welsh language stakeholders e.g. use of Welsh by stakeholders in telephone and written communication, contributions at events and event evaluation sheets
- Commission website meets standards and needs of Welsh language stakeholders

2.9 Operational standards in Wales

On 19 April 2017, the Commission in Wales consists of 12 members of staff, including a Welsh Language Officer. Three of the 12 are fluent Welsh speakers, two have some understanding of the language and two, through Commission funding, are attending Welsh language courses, one at the basic level and the other at a more advanced level.

There are two fluent Welsh speaking employees based at the Manchester office.

On the Commission's intranet, the section 'Commission in Wales' offers information on working in and with Wales, and includes useful resources on how certain things work in Wales, such as devolution and the Welsh language. This section has a dedicated section providing basic Welsh language phrases for everyday use, help with pronunciation and useful phrases when answering the phone in the Wales' office, as well as Welsh language equality and human rights terminology which is acceptable by stakeholders in the field.

The Commission always support employees in using Welsh in their everyday working role activities when it is appropriate, sensible and practical to do so. Visitors to our office in Wales could not but perceive a working environment that has a healthy regard for both languages. Welsh speakers and learners are at ease communicating in Welsh while carrying out their daily working responsibilities. This positive attitude to the language emanates from the top and has an encouraging and infectious effect.

During the year of this report, the Commission provided funding for the Welsh language courses of two employees in the Wales office.

All signs on the site informing the public of our presence are bilingual. Posters on our office walls displaying key facets of our work are in Welsh and English and there is a variety of reading material in Welsh and English available relating to the work of the Commission.

2.10 Record keeping standards

During the year of this report, no complaints (formal nor informal) were received relating to the Commission's compliance with the Welsh Language Standards.

At 20 April 2018, there are in the Commission, 4 employees who are fluent Welsh speakers, 2 in the office in Wales, 2 in the office in Manchester, two employees have some understanding of the language and 1, through Commission funding, is attending Welsh language courses at a more advanced level.

There have been 5 recruitments this year:

- a Business Support Associate post in Wales with fluency in speaking and writing Welsh desirable and willingness to develop competence in giving basic greetings in Welsh essential
- Wales Principal post, with the ability to work through the medium of Welsh desirable
- 3 members of Wales Committee – when appointing new members, the Commission wishes to reflect diversity, including language ability, Welsh and/or community languages

A working group comprising of Senior Associates and Associates in Wales was convened to discuss good practise in complying with the Standards.