



CABINET – 24TH JUNE 2020

SUBJECT: WELSH LANGUAGE STANDARDS ANNUAL REPORT 2019-2020

REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform members and seek their endorsement of the progress made during the financial year 2019-2020 against four specific areas of Welsh language work, as required under the regulatory framework for implementing the Welsh Language Standards.
- 1.2 The report will then be published online by the deadline date of 30th June 2020, as required by Welsh Language Standard 158.

2. SUMMARY

- 2.1 The Council has a statutory duty to produce an annual monitoring report on implementing Welsh Language issues under current legislation and in compliance with Standard 158.
- 2.2 The information required for 2019-2020 covers four required key areas.

Detail of Reporting Requirement	Standard No. (and sub-clause)
<p>Complaints from the Public</p> <p>The annual report must include the number of complaints that you received during that year which related to your compliance with the standards with which you were under a duty to comply.</p>	<p>147, 148, 149 156, 158(2), 162, 164(2), 168(a), 170(2)(d)</p>
<p>Staff Language Skills</p> <p>The number of employees who have Welsh language skills at the end of the year in question (on the basis of the records kept in accordance with standard 151);</p>	<p>170(2)(a) 151</p>
<p>Welsh Medium Training Provision</p> <p>The number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>If a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with</p>	<p>170(2)(b) 170(2)(c) 152</p>

standard 152).	
<p>Recruiting to Empty Posts</p> <p>The number of new and vacant posts that you advertised during the year which were categorised as posts where:</p> <p>(i) Welsh language skills were essential (ii) Welsh language skills needed to be learnt when appointed to the post (iii) Welsh language skills were desirable, (iv) Welsh language skills were not necessary</p> <p>(on the basis of the records you kept in accordance with standard 154);</p>	170(2)(ch) 154

- 2.3 The report provides an update to Members on the Council's current position in relation to the Welsh Language (Wales) Measure 2011 statutory requirements.
- 2.4 The report outlines the good progress made by service areas in embedding arrangements for delivering services through the medium of Welsh and increasing the Welsh language skills capacity of the workforce.
- 2.5 It is evident from the content of the report that the work done to date is moving in the right direction. The good progress and momentum will be maintained by continuing to work with partners and responding to help, advice and best practice from the Welsh Language Commissioner and other regional and national bodies.

3. RECOMMENDATIONS

- 3.1 It is recommended that Cabinet Members note the content of the annual report and endorse the publication of this information as a record of progress towards, and compliance with, the relevant Welsh Language Standards.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 As per Standard 158 of the Council's Compliance Notice, the Council must;
- Produce an annual report which deals with the way in which it has complied with the service delivery standards with which it is under a duty to comply during that year.
 - Include in the annual report the number of complaints received during that year which relate to its compliance with the service delivery standards with which it is under a duty to comply.
 - Publish the report on its website by 30 June 2020.

5. THE REPORT

- 5.1 The annual report highlights the following performance information;
- We received 1 formal complaint and 0 formal Welsh Language Commissioner Investigations during 2019-2020. The complaint received related to the **Coronavirus (COVID-19) Community Response** letter, which was sent to all residents in English only. The complaint was responded to within corporate deadlines and upheld.
 - The increase in the number of staff with Welsh language skills continued to increase, with all but 2 service areas recording additional staff with skills varying in fluency. The increase can partly be explained by a more robust process being in place to capture this information, e.g. at appointment stage.

- For the third year in a row there has been a consistent increase in the number of staff learning Welsh with 223 learners. Following the audit of our Welsh language front line services, undertaken in November 2018 by Menter Iaith Caerffili, the results have been used to identify gaps in service delivery and the 10 Hour Online courses have been used as a starting block, with many of the courses tailored to specific areas of work.
- 2401 vacancies were advertised in total. 24 posts were advertised as Welsh Essential. 10 posts were advertised where Welsh language skills needed to be learnt, 2327 posts were assessed as Welsh desirable and 2336 where no Welsh language skills were required, due in part to existing staff already possessing Welsh language skills. All posts have a default of Welsh desirable as a minimum.

We identified, from analysing the data recorded regarding vacant posts, that the question being asked on the Welsh Language Assessment Form '**No Welsh Language Requirement**' is either not being answered correctly or recorded correctly. This is an area that we will aim to improve and clarify guidance as we work with recruiting managers and People Services during the next 9 months.

5.2 In previous years, in addition to reporting on the four main areas of work, we also provide an update on the progress being made against the actions set out in the Welsh Language Strategy. However, in considering the national situation relating to the Coronavirus at the time of writing this report, gathering information from everyone involved with the delivery of the strategy is difficult. We have therefore decided to delay the progress reporting until autumn 2020, and we anticipate to have had the time also to fully review and update the actions originally set to keep the document current.

5.3 **Conclusion**

It is evident from the content of the report that there has been progress during 2019-2020, however we must not be complacent, instead we need to continue to achieve and maintain compliance with the standards in everything we do.

6. **ASSUMPTIONS**

6.1 No assumptions made.

7. **LINKS TO RELEVANT COUNCIL POLICIES**

7.1 Welsh language is a crosscutting theme of the Well-being Goals within the Well-being of Future Generations Act (Wales) 2015 and impacts on every Council policy, function and procedure, covering those aimed at the public and internal policies covering the Council's staff members. The report contributes to the following Well-being Goals:

- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language

7.1.1 The Strategic Equality Plan 2016-2020, which includes Welsh language and compliance with the Welsh Language Standards as a strategic equality objective in its own right, has direct links with a number of other current policies and strategies, both within the Council and in terms of partnership working.

7.1.2 There are also Welsh Government strategies or regulations that the Council's Welsh Language work links to, including "**Mwy Na Geiriau / More Than Words**" (the National Health and Social Care Welsh Language Strategy), "**Cymraeg 2050: A Million Welsh Speakers**" (Welsh Government's Welsh language strategy) and **Prosperity for All**.

7.2 **Corporate Plan 2018-2023.**

This report ties in with the following objectives of the Corporate Plan 2018-2023;

Objective 1 - Improve education opportunities for all

Objective 2 - Enabling employment

Objective 6 - Support citizens to remain independent and improve their well-being

8. **WELL-BEING OF FUTURE GENERATIONS**

8.1 This report contributes to the Well-being Goals as set out in **Section 7- Links to Relevant Council Policies**. It is also consistent with the five ways of working:

- Long Term – Ensuring that staff have the skills to deliver bilingual services now and in the future
- Prevention – Improving services and upskilling staff will ensure that everyone regardless of language choice has equal access to services and thus preventing complaints and Welsh Language Commissioner Investigations.
- Integration – By providing bilingual services to the public we make everyone feel equal and valued.
- Collaboration – Partnership working is key to this and assists the council in meeting its duties under the Welsh Language Standards. Working in collaboration with partners is further evidenced in the Five-Year Welsh Language Strategy.
- Involvement – As noted under collaboration, we must involve our partners to deliver on the Five-Year Welsh Language Strategy and to assist us with service delivery.

9. **EQUALITIES IMPLICATIONS**

9.1 Full Equalities and Welsh Language assessments and consultation were undertaken on the Strategic Equality Plan as it was being developed; therefore no full assessment has been made on this annual report. The report is an assessment of progress made by the Council under the Welsh Language Standards.

10. **FINANCIAL IMPLICATIONS**

10.1 There are no direct financial implications to this report as the annual report covers work already undertaken in the previous financial year. However it should be noted that moving the agenda forward will incur financial implications, particularly in relation to Welsh language training of staff.

The cost of supporting staff to attend courses to learn Welsh for the workplace for the year 2019-2020, which assists in the delivery of bilingual Council services under the Standards, was £3,512.56.

11. **PERSONNEL IMPLICATIONS**

- 11.1 There are no personnel implications to this report, although this continues to be reviewed as the work of implementing the Welsh Language Standards progresses. This is relevant to Section 4 of the annual report, which focuses on Recruiting to Empty Posts.
- 11.2 No posts will be advertised without a Welsh Language Skills Assessment.

12. CONSULTATIONS

- 12.1 All responses from consultations have been incorporated in the report.

13. STATUTORY POWER

- 13.1 Welsh Language Standards (No.1) Regulations 2015, Welsh Language (Wales) Measure 2011.
- 13.2 Well-being of Future Generations (Wales) Act 2015.

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Consultees: Richard Edmunds, Corporate Director – Education and Corporate Services
Cllr Eluned Stenner, Cabinet Member for Finance, Performance and Planning
Cllr James Pritchard, Equalities Champion
Christina Harray, Chief Executive
Sue Richards, Head of 21st Century Schools
Stephen Harris, Interim Head of Business Improvement Services
Keri Cole, Chief Education Officer
Lynne Donovan, Head of People Services
Kathryn Peters, Corporate Policy Manager
Robert Tranter, Head of Legal Services and Monitoring Officer
Ros Roberts, Performance Manager

Appendices:
Appendix The Welsh Language Annual Standards Report 2019-2020

Background Papers:

- Strategic Equality Plan 2016-2020
- Equalities and Welsh Language Objectives and Action Plan 2016-2020
- Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011
- Welsh Language Strategy 2017-2022
- Various Guidance Documents

(These are available electronically for information on the Intranet Portal and on relevant internet pages at www.caerphilly.gov.uk/equalities)

Welsh Language Standards Annual Report 2019-2020

Prepared in accordance with the requirements of the



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

30th June 2020

A greener place
Man gwyrddach



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Introduction

This annual monitoring report for 2019-2020 covers the four areas required under the regulatory framework and demonstrates the Council's ongoing commitment to providing bilingual services to the public and staff members.

Detail of Reporting Requirement	Related Standard Number (& sub-clause)
<p>Complaints from the Public</p> <p>The annual report must include the number of complaints that you received during that year which related to your compliance with the standards with which you were under a duty to comply.</p>	<p>147, 148, 149, 156, 158 (2), 162, 164 (2), 168 (a), 170 (2) (d)</p>
<p>Staff Language Skills</p> <p>The number of employees who have Welsh language skills at the end of the year in question (on the basis of the records kept in accordance with standard 151);</p>	<p>170 (2) (a) 151</p>
<p>Welsh Medium Training Provision</p> <p>The number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>If a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152).</p>	<p>170 (2) (b) 170 (2) (c) 152</p>
<p>Recruiting to Empty Posts</p> <p>The number of new and vacant posts that you advertised during the year which were categorised as posts where:</p> <ul style="list-style-type: none"> (i) Welsh language skills were essential (ii) Welsh language skills needed to be learnt when appointed to the post (iii) Welsh language skills were desirable, (iv) Welsh language skills were not necessary <p>(on the basis of the records you kept in accordance with standard 154);</p>	<p>170 (2) (ch) 154</p>

On the 1 April 2016 the Council adopted an updated Strategic Equality Plan 2016-2020. Four of the Strategic Equality Objectives explicitly include Welsh language issues, namely:

Strategic Equality Objective 4	-	Improving Communication Access
Strategic Equality Objective 6	-	Compliance with the Welsh language Standards
Strategic Equality Objective 10	-	Diversity in the Workplace
Strategic Equality Objective 11	-	Corporate Compliance

The Council’s Cabinet and Corporate Management Team have been actively involved in discussions and debates around the implementation of the Welsh language Standards since January 2014 and have received a number of reports and presentations in order to keep them fully informed of progress prior to the final Compliance Notice date of 23rd January 2017.

We would like to highlight the following work successes from 2019-2020, which include:

- Standardisation of Place Names List** – Work undertaken with the Welsh Language Commissioner’s Office to review and agree a standard list of place names for the county borough. The list takes into consideration local usage, history, pronunciation, grammar and spelling. This work, which started in summer 2018 and concluded in autumn 2019, included presenting a panel of experts with evidence of local usage and pronunciation of place names in the county borough. The work has been regarded as best practice in Wales and the open and supportive dialogue between the Council and the Commissioner’s staff was instrumental. Having an agreed list ensures consistency in the way local place names are spelt and pronounced in the future.
- Commissioner’s Assurance Report 2018-2019** – Caerphilly Council was mentioned in the Welsh Language Commissioner’s annual assurance report ‘Rights in Use’. The report references the audit of our Welsh Language Services, which we commissioned Menter Iaith Caerffili to undertake, with the results being used to identify gaps and celebrate successes.

Our partnership work with Menter Iaith Caerffili continues through linkages within the Welsh Language Strategy and is invaluable in relation to some of our service delivery e.g. Menter Iaith Caerffili were commissioned by Tourism to deliver the public address announcements at the Big Cheese 2019, so that they were bilingual and compliant with the relevant standards.

- Complaints and Investigations** – Only 1 recorded complaint and 7 service requests relating to the Welsh language were received during 2019-2020. See **Section 2**. We also use this section of the report to provide information relating to Welsh Language Commissioner Investigations. For the duration of 2019-2020 we received 0 new investigations, which is extraordinary and shows the work undertaken to comply with the Standards is beginning to take effect.

In previous years we have used the Welsh Language Standards Annual Report as an opportunity to provide an update on the progress being made against all the actions set out in the Welsh Language Strategy. Considering the national situation relating to the Coronavirus at the time of writing this report, gathering information from everyone involved with the delivery of the strategy is difficult. We have therefore decided to delay the progress reporting until autumn 2020, and we anticipate we will have had the time also to fully review and update the actions originally set to keep the document current.

This annual report will be published online by the 30 June 2020.

It is also available to download in pdf format on the Council's website on the dedicated Welsh language page at www.caerphilly.gov.uk/equalities.

**This report is available in Welsh, and in other languages and formats on request.
Mae'r adroddiad hwn ar gael yn Gymraeg, ac mewn ieithoedd neu fformatau eraill ar gais**

1. Welsh Language Standards: Action Plan

Since the Welsh Language Standards were introduced on 30 March 2016, we have developed a Compliance Work Programme to ensure that services we deliver are in accordance with the Standards, that staff are aware of their obligations and that they have the required language skills where possible.

The Compliance Work Programme is summarised below:

Correspondence - Standards 4, 5 & 7

These standards relate to correspondence which must be bilingual if we do not know language choice, or are sending letters out to a number of people regarding the same subject matter. We must ensure that our letterhead is also compliant.

Action taken

- FACTSHEET for staff – General Correspondence – 15/05/17
- New letterhead template already in place

Telephone – Standards 8, 9, 11, 14, 16, 17, 19, 20, 21 & 22

These standards relate to how we deal with telephone calls and that a bilingual greeting is given. Staff must be equipped with the relevant language skills to deal with calls in Welsh, and if they are unable, that they know who the Welsh speakers are that are able to deal with the matter, and how to transfer calls. If no Welsh speaker is available to provide the subject specific information the call can be put through to a non-Welsh speaker.

We must state, when we publish main telephone numbers, that we welcome calls in Welsh and all our automated telephone systems must be bilingual.

Action taken

- FACTSHEET for staff– Telephone Greetings – updated 24/01/20
- Training delivered to staff to ensure they can give basic greetings and provide reception services in our main locations
- Welcoming Welsh language calls has been published in ***Newsline*** since the June 2017 edition
- Employees provided with desk stands which are Quick Reference Guides – 15/05/17
- Automated telephone messages for service areas recorded bilingually
- Recruitment of additional Welsh speaker, via the apprenticeship programme, who divides their time between the Contact Centre and main reception at Penallta House
- Contact Centre staff have been provided with updated protocol for receiving calls through the medium of Welsh
- Management Network were given information regarding new guidance relating to Standard 11, which was to be disseminated to staff via Heads of Service and Senior Management

Meetings - Standards 24, 24A, 27, 27A, 27D, 29 & 29A

These standards are about how we invite individuals to meetings and when we must offer them the opportunity to use the Welsh language. If they so wish, we must then arrange simultaneous translation to facilitate that meeting.

If inviting more than one individual to a meeting they must all be asked if they wish to use the Welsh language. However, if at least 10% wish to use Welsh then simultaneous translation must be arranged. If less than 10%, the Welsh speakers must be informed that on this occasion we are not required to fulfil their request to speak Welsh at the meeting.

If the meeting with the individual is regarding their well-being, and they wish to speak Welsh, then simultaneous translation must be provided so that the individual can speak in their language of choice. Well-being meetings must be conducted with simultaneous translation if any attendee has requested that they use Welsh.

Action taken

- FACTSHEET for staff– Meetings with individuals – 15/05/17
- When inviting individuals to a meeting services are required to include a standard sentence asking their language choice and if they wish to use or conduct the meeting through the medium of Welsh

Public Meetings and Events – Standards 30, 31, 32, 33, 34, 35 & 36

Any advert or notice publicising public meetings/events/activities must state that Welsh can be used.

Any invitations to public meetings/events/activities must be sent in Welsh and English and all material displayed at the public meeting must be bilingual, Welsh first.

Any speakers at public meetings/events/activities must be asked if they wish to use Welsh, and if so simultaneous translation must be arranged. All attendees at public meetings/events/activities must be informed orally that they are welcome to use Welsh and that simultaneous translation is available for the non-Welsh speakers.

Action taken

- FACTSHEET for staff – Public Meetings – 15/05/17
- FACTSHEET for staff – Event Planning – 15/05/17
- Translation and Interpretation Framework in place since May 2017 for simultaneous translation requests

Agendas, minutes and other public documents – Standards 41 & 47

These Standards relate to producing the following documents in Welsh;

- Agendas and minutes for Cabinet
- Agendas and minutes for Education for Life Scrutiny and Full Council

In addition if a document is produced for public use, and is not caught by any other standard it must be produced in Welsh if the subject matter suggests it should be produced in Welsh, or if the anticipated audience and their expectations suggests that it should be produced in Welsh e.g. Reports relating to Welsh medium education.

Action taken

- Producing agendas and minutes for Cabinet, Education for Life Scrutiny and Full Council in Welsh is current practice

General Publications – Standards 42, 43, 44, 45, 46 & 47

These Standards relate the following being produced in Welsh if they are for the public or provide information to the public;

- licences, certificates, brochures, leaflets, pamphlets, cards, policies, strategies, annual reports, corporate plans, guidelines, codes of practice or any rules that apply to the public

Any statement that we issue to the press must be bilingual unless the statement is issued during an “emergency” as defined in Section 1 - Civil Contingencies Act 2004.

If a document is produced for public use, and is not caught by any other standard it must be produced in Welsh if, the subject matter suggests it should be produced in Welsh or if the anticipated audience and their expectations of the audience suggests that it should be produced in Welsh.

Action taken

- Producing licences, certificates, brochures, leaflets, pamphlets, cards, policies, strategies, annual reports, corporate plans, guidelines, codes of practice or any rules that apply to the public, in Welsh, is already current practice
- Communications Team aware regarding the issuing of public statements

Consultation Documents – Standards 44, 91, 92 & 93

Consultation documents must be bilingual and must consider and seek views on;

1. what the effects whether positive or negative the proposal would have on; or
2. how the proposal could be developed or revised so that it would have positive or increased positive effects on; or
3. how the proposal could be developed or revised so that it would not have negative effects, or so that it would have decreased negative effects on;

a) opportunities to use the Welsh language

b) not treating the Welsh language less favourably than the English language

Action taken

- Consultation and Monitoring Guidance in place and refers to the Welsh Language. This document is currently being revised
- A Welsh Language in Consultation Checklist is being created so that officers undertaking consultation exercises are aware of their obligations
- Questions embedded in the impact assessment process asking if considerations have been given to Welsh language in the consultation process

Website, Social Media and Electronic Devices – Standards 52, 56, 58 & 60

Each page of the Council's website must be bilingual, fully functional with Welsh treated no less favourably than the English pages. The interface and menus on pages must be bilingual.

Any social media accounts which belong to the Council must treat the Welsh language no less favourably than the English language.

Self-service machines must treat Welsh no less favourably e.g. parking ticket machines.

Action taken

- Audit of entire website and its functionality was completed in September 2019
- Staff informed of process for publishing bilingual information on Council's website
- Social Media Usage Guidance includes a section on the Welsh Language Standards and those with accounts have been asked to acknowledge the requirements to comply. Monitoring will start shortly and those not complying will be reminded of their obligations
- Parking machines give people the option to select language choice
- Audit of corporate social media accounts started in March 2020 – work ongoing and are staff reminded of compliance with Welsh Language Standards
- Self-service coffee machine at Penallta House is fully bilingual

Public Signage – Standard 62, 67, 70, 141, 142 & 143

New and renewed signs must be bilingual and treat Welsh no less favourably than English and the Welsh language must be positioned so it is likely to be read first.

Action taken

- New and renewed signs are compliant
- FACTSHEET – Signage – 15/05/17
- All translation work received is returned in the correct format. This is current practice

Visitors to Buildings – Standards 64, 65, 65A, 67 & 68

A bilingual reception service must be provided at the following Council buildings and the Welsh language must not be treated less favourably than the English language;

- Penallta House
- Bargoed, Risca, Rhymney, Blackwood, Caerphilly and Ystrad Mynach libraries;
- Caerphilly Visitor Centre;
- Llancaiach Fawr Manor House;
- Registration Services;
- Caerphilly, Heolddu, Newbridge and Risca Leisure Centres.

Signs must be displayed on receptions that state the Welsh language may be used. Welsh speaking staff at receptions must display a badge stating that they can speak Welsh.

Action taken

- Training programme completed for staff on reception at Penallta House and Contact Centre. Further training being rolled-out along with ongoing support
- Cymraeg Gwaith - 10-hour online course rolled out to staff since September 2018
- All venues listed under Standard 64 have been given the poster to display in reception areas indicating that a Welsh language service is available
- Information available to staff on the Corporate Policy Unit Portal
- All learners and Welsh speakers have received a Iaith Gwaith lanyard or badge
- Iaith Gwaith posters reissued to be displayed in reception areas

Grant Awarding – Standards 71, 72 & 72A

Application forms for grants must be bilingual. Anything published regarding a grant must state that applications may be submitted in Welsh and will not be treated less favourably than the English, this includes timescales set for assessment etc.

Action taken

- FACTSHEET for staff – Grants – 15/07/17
- The Welsh Language Commissioner’s Thematic Review looked at the process of awarding grants. Most service areas are compliant and those who weren’t have been advised accordingly. They’ve also been told to ask the language choice of the applicant and to issue the forms in that language or to issue bilingually

Education Courses – Standards 84 & 86

Education courses must be offered in Welsh unless an assessment under Standard 86 has been carried out.

Action taken

- Asking people if they wish to receive the course in Welsh at registration or enquiry point and then assessing the demand for the course through the medium of Welsh

Public Address – Standard 87

All public addresses must be bilingual with Welsh first.

Action taken

- Fire Alarm Test and Minute Silence messages are bilingual
- Emergency Evacuation – English Only
- Tourism has been asked to look at their events programme and the need to ensure that all public announcements are bilingual, Welsh first
- Big Cheese 2019 event – public address messages were bilingual
- Libraries’ automated public address messages are fully compliant

Policy Making – Standards 88, 89 & 90

New, revised or reviewed policies must consider the effect the policy will have on opportunities to use Welsh and must not treat Welsh less favourably.

Action taken

- The Equalities Implications in Committee Reports Guidance was updated to include reference to the Welsh language

Intranet / Internet Pages - Standards 122 & 124

The intranet home page must be bilingual, fully functional and treat Welsh no less favourably. English language pages must state that a corresponding Welsh page is available, with a link if applicable.

Action taken

- A bilingual intranet is not current practice. There is a dedicated Welsh Language page on the Corporate Policy Unit Portal for staff to access

Welsh Language Training and Staff Communication – Standards 128, 129, 130, 133, 134 & 135

We must provide training in Welsh for staff if it is provided in English on; recruitment, performance management, complaints, disciplinary, induction, dealing with the public, health and safety, on using Welsh in meetings, interviews, complaints and during disciplinary procedures.

Staff must be given opportunities in work hours to receive basic Welsh lessons and for employees who manage others to receive training on using Welsh in their role as managers.

We must provide new employees with information on the Welsh language and text or logo for Welsh speaking employees to use in e-mail signatures that indicates they are willing to use Welsh, whether fluently or as a learner.

Welsh language version of contact details in emails and out of office messages must also be in Welsh.

Action taken

- FACTSHEET for staff – HR – 15/05/17
- If any training requests were received, we would work with neighbouring councils to make courses viable
- Annual Welsh language training programme delivered since 1999, which offers staff a variety of different courses, which include online, self-study, residential and weekly courses. 223 learners undertook Welsh language training during 2019-2020
- Information on the Welsh language should be included in HR Induction Packs
- The Equalities, Welsh Language and Consultation Team are involved in the Social Services Induction Programme for new starters
- IT has provided all staff with a bilingual auto-signature for all emails
- IT has been unable to pre-populate a bilingual email out of office message, therefore desk stands were created for all staff to raise awareness of the requirement to ensure their out of office messages are bilingual

Workplace Signage – Standards 141,142 and 143

New and renewed signs must be bilingual and treat Welsh no less favourably than the English and the Welsh language must be positioned so it is likely to be read first.

Action taken

- All public facing signage is bilingual and if new or renewed is produced Welsh first

Welsh Language Strategy – Standards 145 & 146

We must produce and publish on the website, a 5-year strategy that sets out how we propose to promote the Welsh language and facilitate its use more widely in the county borough. The Strategy must include –

(a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and

(b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).

Action taken

- The Strategy was launched at Ffiliffest 2017 by the Minister for Lifelong Learning and Welsh Language
- An action plan was developed in collaboration with partners in local Welsh language organisations, through the Welsh Language Forum
- A progress report is presented annually to Cabinet. The report for this year has been delayed until Autumn 2020 due to the Coronavirus
- A review of the targets originally set need to be revised and updated, with some having already been met. The revision and update to be completed in Autumn 2020
- The Strategy was adopted by Caerphilly Public Services Board in December 2018

Publicising Compliance – Standards 161, 167, & 163

We must publish on the website a document that states the policy making standards we must comply with and how we do so and this must be available in each office open to the public.

We must publish on the website a document that states the operational standards we must comply with and how we do so and this must be available in each office open to the public.

We must have arrangements in place to oversee compliance with the policy making standards, publish the arrangements on the website and make the document available in each office open to the public.

Action taken

- See - [CCBC Compliance Notice Report 30.03.16](#) on website
- Compliance Notice on website to allow any queries from the public to be dealt with by accessing the internet on their behalf.

Complaints – Standards 147, 148, 149, 156, 158 (2), 162, 164 (2), 168 (a), 170 (2) (d)

We must keep a record of the number of complaints received which relate to compliance with the Standards.

Action taken

- Reported annually in the Welsh Language Standards Annual Report, which is published on the Council’s website by the 30th June every year

Staff Language Skills – Standards 151 & 170 (2) (a)

We must keep a record (following an assessment) of the number of employees who have Welsh language skills at the end of every financial year to include the skill level.

Welsh Language Training – Standards 152, 170 (2) (b) & 170 (2) (c)

We must keep a record of the number of staff that attend training courses through the medium of Welsh and the percentage of the total number of staff who attended a course in Welsh.

Recruitment – Standards 154, 170 (2) (ch) & 154

We must keep a record of the number of new and vacant posts advertised during the year which were categorised as posts where:

- (a) Welsh language skills were essential
- (b) Welsh language skills needed to be learnt when appointed to the post
- (c) Welsh language skills were desirable,
- (ch) Welsh language skills were not necessary

Action taken

- ***Staff Language Skills, Welsh Language Training Provision and Recruitment*** are reported on annually in the Welsh Language Standards Annual Report, which is published on the Council’s website by the 30th June every year

2. Complaints from the Public

The Council's **Strategic Equality Objective 11 – Corporate Compliance** commits the Council to monitoring Equalities and Welsh language complaints, and staff guidance has been issued on the staff Portal and the external website giving details of how staff should deal with these issues.

During 2019-2020, **7** service requests and **1** complaint were received relating to the Welsh language. The **1** complaint related to a Covid-19 information letter sent out to all residents in English only. A strategic decision was made that due to the urgent nature of the Covid-19 information; all information regarding this matter would be published and sent in English only. The complaint was responded to within corporate timescales. All other documentation and social media messaging related to the current Coronavirus crisis are fully bilingual.

The **7** service requests included issues with digital online services on our website and a lack of awareness and of Welsh language skills amongst staff in dealing with calls, emails and face to face queries. The service requests have been discussed with the relevant service areas and any issues have been or are currently being resolved via staff awareness raising, Welsh language training or amendments to online digital systems where issues were identified.

General Definitions

Corporate complaints are those that are due to failure of process or failure to operate Council policy correctly. These are complaints that could ultimately be forwarded to the Public Services Ombudsman or Welsh Language Commissioner, for example.

Code of conduct issues around staff behaviour or attitude are dealt with via internal HR processes. Equalities and Welsh language complaints are however something of a hybrid, in that a failure of process may be as a result of the attitudes or opinions of a staff member towards a particular group for example.

Complaints by Directorate

DIRECTORATE	WELSH LANGUAGE
Communities	0
Education & Corporate Services	1
Social Services & Housing	0
TOTALS	1

Welsh Language Commissioner Investigations

In 2019-2020 we received **0** new Welsh Language Commissioner Investigations. We had **1** which was ongoing from the previous financial year, details of which are listed on the following pages;

Investigations Ongoing since 2018-2019

CSG304

DETAILS OF INVESTIGATION	OUTCOME
<p>The Welsh language Commissioner received a complaint from a member of the public alleging;</p> <ul style="list-style-type: none"> an online Information Advice and Assistance (IAA) reporting form on the Council's website submitted in Welsh and has not received a response. Also some text on the webpage was in English only 	<p>The investigation determined that...</p> <ul style="list-style-type: none"> Standard 1 – CCBC did not fail to comply with Standard 1 in this instance. The basis of the determination is that the Council provided a Welsh language response to correspondence dated 22/12/2017 in accordance with the requirements of Standard 1 Standard 52 – CCBC failed to comply with this Standard 52 on the basis that English only text appeared on one of the Council's Welsh language web pages in December 2017
<h4>UPDATE</h4>	
<p>The proposed report received on the 30/10/18 outlined the following further action was required:</p> <ol style="list-style-type: none"> Undertake a review of the website to ensure that the text of every page of the website is available in Welsh. Take steps to ensure that staff responsible for the website's content are aware of the requirements of Standard 52. Prepare and provide guidelines for staff responsible for loading and monitoring website content in order to ensure compliance with Standard 52. Provide sufficient written evidence to satisfy the Welsh Language Commissioner that it has completed enforcement actions 1 – 3. <p>The original deadline to complete the actions and respond was the 11.07.19. We wrote to the Commissioner requesting a 3 month extension to complete the work.</p> <p>Work completed and a final response sent on 30.09.19.</p>	

CSG487

DETAILS OF INVESTIGATION	OUTCOME
<p>The Welsh Language Commissioner received a complaint from a member of the public alleging;</p> <ul style="list-style-type: none">the complaint, dated 16/01/19, is regarding an allegation that the complainant contacted the Council at 15:00 on 08/01/19 regarding a council tax enquiry on 01443 815 588 and was unable to discuss his enquiry in Welsh.	<p>Response sent to the Welsh Language Commissioner on 21/01/19 confirming that CCBC is responsible for providing the service.</p> <p>Terms of Reference and Evidence Notice received.</p>
UPDATE	
<p>The Final Report from the Commissioner was received on 17.12.19, which outlined the following further action with a 4 month timescale;</p> <ol style="list-style-type: none">The Council must ensure that staff members from the Switchboard team, who receive telephone calls from persons who wish to be dealt with in Welsh, are able to deal with calls in Welsh in their entirety until such point as:<ol style="list-style-type: none">it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; andno Welsh speaking member of staff is available to provide a service on that specific subject matter.The Council must revise and amend the content of the protocol for how to deal with Welsh language calls that are received to the Switchboard. The Council must revise and amend the protocol in a manner that means that:<ul style="list-style-type: none">once the Council is aware that the person wishes to be dealt with in Welsh, the member of staff receiving the call is able to have an initial conversation with that person (including being able to establish the nature of the call) in Welsh at all times;the staff member does not transfer the call to other staff members in order to have an initial conversation with a person in Welsh;the protocol explains what is considered a '<i>specific subject matter</i>' in the context of the Council's services;the protocol explains how Welsh speaking staff members who could provide a service on specific subject matters within the context of the Council's services should and could be identified and located;the protocol explains how it should be explained to persons that there is no Welsh language service available, because there are no Welsh speaking staff members available to provide a service on that specific subject matter. Sample wordings (in Welsh) could be provided for use.The Council must share the amended protocol with the Switchboard staff and provide the staff with training on how to follow the protocol.	

4. The Council must revise and amend the content of the staff factsheet on how to deal with Welsh language calls received to the Council's contact centres, receptions or main telephone numbers. The Council must revise and amend the factsheet so that it does not convey unconditionally that staff may deal with a call in English when no Welsh speakers are available to deal with the call.
5. The Council must share the amended staff factsheet with Council staff.
6. The Council must provide written evidence that satisfies the Welsh Language Commissioner that enforcement steps 1-5 have been completed.

As part of your evidence, the Council should update the Commissioner on the particular actions taken to prevent any continuation or repetition of the failure to comply with standard 11, including:

- information on the extent to which the apprenticeship programme succeeded to ensure that the Switchboard team has sufficient Welsh language skills to comply with standard 11;
- information on upgrading the corporate telephony network in order to facilitate compliance with the requirements of standard 11.

A final response was sent to the Commissioner on 09.04.20.

3. Staff Language Skills

The ability to record Welsh language issues in terms of staff data and analysis is an integral part of the payroll system within Caerphilly County Borough Council. Financial year-end figures to 31 March 2020 are shown below and overleaf.

Compared with last year, again we have recorded additional Welsh speakers on the HR system across almost all service areas. The increase can partly be explained by a more robust process being in place to capture this information, e.g. at appointed stage.

At the time of reporting last year, the total number of staff and Welsh speakers within the organisation was as follows;

COUNCIL TOTALS for 2018-2019	Total Staff	Welsh Speakers	%
	8533	1581	18.53

LINGUISTIC PROFILE OF WORKFORCE - WELSH LANGUAGE ABILITY BY SERVICE AREA AND FLUENCY AS AT 31 MARCH 2020

i) OVERALL STAFF FIGURES

<i>Communities</i>	2019-2020			2018-2019		
	Total Staff	Welsh Speakers	%	Total Staff	Welsh Speakers	%
Community & Leisure Services	762	135	17.71	811	101	12.45
Infrastructure	236	31	13.13	234	24	10.25
Property Services	61	17	27.86	59	17	28.81
Public Protection	115	20	17.39	109	16	14.67
Regeneration & Planning	338	53	15.68	346	39	11.27
Total	1499	253	16.87	1551	194	12.51

	2019-2020			2018-2019		
<i>Education & Corporate Services</i>	Total Staff	Welsh Speakers	%	Total Staff	Welsh Speakers	%
Business Improvement Services	968	142	14.66	966	127	13.15
Corporate Finance	163	24	14.72	169	23	13.61
Customer & Digital Services	133	24	18.04	145	19	13.10
Education Planning & Strategy	171	41	23.97	171	35	20.47
Learning Education & Inclusion	463	96	20.73	489	88	17.99
Legal & Governance	58	9	15.51	57	8	14.03
People Services	99	31	31.31	101	25	24.75
Schools	3366	978	29.05	3425	899	26.25
Total	5123	1285	25.08	5204	1161	22.31

	2019-2020			2018-2019		
<i>Social Services & Housing</i>	Total Staff	Welsh Speakers	%	Total Staff	Welsh Speakers	%
Adult Services	1138	140	12.30	1139	127	11.15
Business Support	6	2	33.33	6	2	33.33
Caerphilly Homes	502	66	13.14	517	63	12.18
Children Services	293	68	23.20	275	54	19.64
Total	1941	276	14.21	1939	246	12.69

Council Total for 2019-2020	Total Staff	Welsh Speakers	%
	8402	1796	21.37

NOTES

- The figures per service area for **Total Staff** and **Welsh Speakers** do not equal the overall total per Directorate due to some members of staff having more than one post within the organisation and those posts are within different service areas.
- As with previous reports, the figures in **3 i)** above are the total number of people per directorate who have completed the Linguistic Skills form noting Welsh Language skills.
- The figures shown in **3 ii)** to **3 iv)** that follow refer to levels of fluency of Welsh speakers per service area and cannot be compared directly with the totals shown in **3 i)** because for example, in Corporate Finance (the second section below in **3 ii)** the "Level 4" column refers to a staff member who can read, speak, understand and write at Level 4, not 3 different members of staff.

ii) Communities

Community & Leisure Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	14	9	6	15	86	5	0
Understanding	14	10	8	15	71	15	2
Writing	13	4	12	20	42	41	3
Total Staff	135						

Infrastructure	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	0	0	1	2	24	2	2
Understanding	0	1	1	1	24	2	2
Writing	0	0	1	2	16	8	4
Total Staff	31						

Property Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	0	1	1	1	13	1	0
Understanding	0	1	1	2	11	2	0
Writing	0	1	0	1	7	8	0
Total Staff	17						

Public Protection	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	2	0	3	3	11	1	0
Understanding	4	1	1	5	8	1	0
Writing	2	0	3	1	11	3	0
Total Staff	20						

Regeneration & Planning	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	7	1	1	12	29	3	0
Understanding	7	4	2	5	29	5	1
Writing	8	0	2	6	22	14	1
Total Staff	53						

iii) SOCIAL SERVICES and HOUSING

Adult Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	12	9	7	6	92	14	0
Understanding	15	12	4	4	82	19	4
Writing	14	8	2	10	47	54	5
Total staff	140						

Business Support	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	0	0	0	0	1	1	0
Understanding	0	0	0	0	1	1	0
Writing	0	0	0	0	1	1	0
Total staff	2						

Caerphilly Homes	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	2	4	6	6	44	4	0
Understanding	1	8	2	2	36	15	2
Writing	1	4	4	4	20	30	3
Total staff	66						

Children Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	3	2	4	1	54	3	1
Understanding	3	4	3	2	41	13	2
Writing	3	2	3	2	30	26	2
Total staff	68						

iv) EDUCATION AND CORPORATE SERVICES

Business Improvement Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	18	4	3	16	88	10	3
Understanding	20	6	5	15	65	28	3
Writing	20	3	2	9	34	67	7
Total staff	142						

Corporate Finance	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	0	1	1	3	15	4	0
Understanding	1	1	0	1	16	5	0
Writing	0	2	0	1	9	12	0
Total staff	24						

Customer & Digital Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	0	1	1	3	15	4	0
Understanding	1	1	0	1	16	5	0
Writing	0	2	0	1	9	12	0
Total staff	24						

Education Planning & Strategy	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	0	1	2	6	29	3	0
Understanding	0	1	3	3	28	4	2
Writing	0	0	3	2	18	15	3
Total staff	41						

Learning Education & Inclusion	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	5	6	0	10	72	3	0
Understanding	6	5	3	7	60	14	1
Writing	7	0	6	4	44	32	3
Total staff	96						

Legal & Governance	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	0	1	0	1	6	0	1
Understanding	1	0	1	0	7	0	0
Writing	0	1	0	1	6	1	0
Total staff	9						

People Services	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	1	1	2	7	18	2	0
Understanding	1	3	1	4	19	3	0
Writing	0	2	0	6	12	11	0
Total staff	31						

Schools	5	4	3	2	1	No Skills	Undisclosed
Listening / Speaking	177	39	39	186	515	17	5
Understanding	177	58	74	143	431	64	31
Writing	181	29	39	166	311	212	40
Total staff	978						

4. Welsh Medium Training Provision

Caerphilly CBC has provided conversational Welsh courses for staff and elected members since 2001. Courses are also accessible for member of the public and staff members from partner organisations to attend. The courses range from basic taster courses for beginners to courses which cater for those who are now fluent Welsh speakers.

The data for the courses offered and attended by Caerphilly CBC staff for the academic year 2019-2020 is as follows;

COURSE OFFERED	NUMBER OF COURSES OFFERED	NUMBER OF STAFF ATTENDING
30 Week	41	36
Online 10 Hour Course	15	159
2 Day Welsh Taster	3	15
Say Something in Welsh - Online Welsh Course	3	13
Withdrawn	N/A	0

Caerphilly Staff Figures – 2001-2020

Academic Year	Year courses	Taster Courses	Total Learners	(Numbers withdrawn)
2001 – 2002	46	0	46	<i>(0)</i>
2002 – 2003	66	0	66	<i>(11)</i>
2003 – 2004	84	37	121	<i>(17)</i>
2004 – 2005	70	43	113	<i>(15)</i>
2005 – 2006	61	77	138	<i>(10)</i>
2006 – 2007	66	27	93	<i>(12)</i>
2007 – 2008	68	38	106	<i>(7)</i>
2008 – 2009	43	58	101	<i>(9)</i>
2009 – 2010	48	50	98	<i>(13)</i>
2010 – 2011	50	33	83	<i>(1)</i>
2011 – 2012	52	21	73	<i>(2)</i>
2012 – 2013	52	22	74	<i>(3)</i>
2013 – 2014	61	142	203	<i>(16)</i>
2014 – 2015	56	58	114	<i>(13)</i>
2015 – 2016	40	28	68	<i>(14)</i>
2016 – 2017	45	14	59	<i>(3)</i>
2017 – 2018	50	61	111	<i>(4)</i>
2018 – 2019	53	91	144	<i>(6)</i>
2019 – 2020	62	185	223	<i>(0)</i>
TOTALS	1073	985	2034	<i>(152)</i>

The 2 day Welsh Taster courses are run collaboratively with several other South East Wales authorities and organisations. These courses always prove to be popular, with Caerphilly CBC hosting a course in July 2019, attended by **12** members of staff, with 4 of them attending the same course hosted by a neighbouring authority.

A 10 Hour Online Welsh Course called **Cymraeg Gwaith** (Work Welsh) was launched in spring 2018 and developed to be used by those providing frontline reception type services. We initially offered the course to staff working in these areas to assist us with complying with relevant standards, namely Standard 64.

Standard 64	<p>Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.</p> <p>You must comply with standard 64 in relation to the following by 30 September 2017:</p> <ul style="list-style-type: none"> • The body's main reception service. <p>You must comply with standard 64 in relation to the following by 30 September 2018:</p> <ul style="list-style-type: none"> • Bargoed, Risca, Rhymney, Blackwood, Caerphilly & Ystrad Mynach libraries; • Caerphilly Visitor Centre; • Llancaiach Fawr Manor House; • Registration Services at Penallta House; • Caerphilly, Heolddu, Newbridge and Risca leisure centres. 	30/09/17
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The courses can be undertaken in stages and takes the learner through a series of scenarios followed by a set of questions. On completion of each course, the learners are emailed a certificate.

Further online courses of this type are now available, including teacher specific modules and courses to encourage Welsh speakers who may have lost their confidence to use Welsh in different settings. There are also courses for staff working in health and social care settings, business and the tourism industry.

We have enabled staff to access more courses online through Say Something in Welsh, with 2 members of staff successfully completing the 'Fluent in 6 Months' course.

Again this year no staff members requested that any course be delivered through the medium of Welsh, therefore there are no staff training figures to record. The above information is published here to provide continuity with previous reports.

5. Recruiting to Empty Posts

A total of **2401** new and vacant posts advertised since 30th March 2019 were categorised as posts where:

- (i) Welsh language skills were essential

24

- (ii) Welsh language skills needed to be learnt when appointed to the post

10

Welsh language training courses have been available to all staff and elected members free of charge since the 2001-2002 academic years (see **Section 3**)

- (iii) Welsh language skills were desirable,

2327

- (iv) Welsh language skills were not necessary

2336*

***These posts were assessed as no Welsh language skills necessary due to the Welsh language skills of the other team members. All vacancies however are advertised as Welsh desirable as a minimum requirement.**

It has been identified, from analysing the data recorded, that the question being asked on the Welsh Language Assessment Form **'No Welsh Language Requirement'** is either not being answered correctly or recorded correctly. This is an area that we will aim to improve and clarify guidance as we work with recruiting managers and People Services during the next 9 months.

The Welsh Language Skills Assessments in relation to vacant or new posts are undertaken as required by Standard 136, and have been recorded by Human Resources since October 2016. The assessment and supporting evidence then forms part of the business case that is required to gain permission to fill a vacant post or create a new one.

Following last year's report the recruitment process has been strengthened with a Welsh Language Skills Assessment being completed for all vacant or new posts, which are advertised as **Welsh desirable** as a standard requirement. The assessment undertaken determines whether any new or vacant posts should be advertised as **Welsh essential**, in accordance with the job role and contact with the public.