

# Welsh Language Scheme Annual Monitoring and Improvement Report 2011 - 2012

Prepared in accordance with the requirements of the



**Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner**

29th June 2012

A greener place  
Man gwyrddach



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## Introduction

Caerphilly County Borough Council is the 5<sup>th</sup> largest local authority in Wales and employs around 9,800 people making it the largest employer in the area. It delivers a wide range of services to its 170,000 residents including education, environmental services, highways, leisure facilities, planning and social services.

In line with both the requirements and duties placed on local authorities under the Welsh Language Act 1993 and the new status of the language under the Welsh Language (Wales) Measure 2011, Caerphilly County Borough Council remains committed to providing the best bilingual service possible to residents and visitors, both fluent speakers and those who are learning the language, children and young people and adults alike.

In the final year of implementing the Council's 4<sup>th</sup> Welsh Language Scheme, some areas of work have continued to show steady progress whilst others have some problems, however this monitoring and improvement report shows that for the first time, every area of implementing the Welsh Language Scheme has made some degree of progress.

The Council's fifth Welsh Language Scheme and associated actions were approved by the Council on 13<sup>th</sup> March 2012.

The dedicated staff members working on corporate Welsh Language issues on behalf of the Council are based in the Legal and Governance Division, located in the Council headquarters at Penallta House in Ystrad Mynach:-

<b>Senior Policy Officer (Equalities and Welsh Language) Telephone: 01443 864353</b>
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<b>Equalities Training and Promotion Officer (includes all Welsh Language training) Telephone: 01443 864404</b>
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<b>Welsh Language Translation Co-ordinator Telephone: 01443 864344</b>
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<b>Caerphilly County Borough Council Policy Unit Legal and Governance Division Penallta House Tredomen Ystrad Mynach CF82 7PG</b>
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[cymraeg@caerffili.gov.uk](mailto:cymraeg@caerffili.gov.uk)

[equalities@caerphilly.gov.uk](mailto:equalities@caerphilly.gov.uk)

In order for Welsh Language matters to be properly considered, the annual report has been through the internal endorsement process via the Corporate Management Team, and then Cabinet on the 19<sup>th</sup> June 2012. The annual report was then presented to the Welsh Language Commissioner's Office on 29<sup>th</sup> June 2012.

It will also be presented to the Policy and Resources Scrutiny Committee later in the year as an information item.

It is also available to download on the Council's website on the Welsh Language page at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities).

# Annual Monitoring and Improvement Report 2011 - 2012

## 1. Welsh Language Scheme Compliance

Section 4 of the Welsh Language Scheme includes the 6 specific Welsh Language Indicators (**WLI 1-6**) identified by the Welsh Language Board together with a further 8 local targets.

NO.	ACTION	2011- 2012 TIMETABLE PROGRESS
1	<p><b>WL Indicator 1</b> To monitor and report annually the number and % of the sample of third parties monitored that conform to the requirements of this Scheme in the following areas:-</p> <ul style="list-style-type: none"> <li>(i) care services</li> <li>(ii) youth and leisure services</li> <li>(iii) pre-school provision</li> </ul>	See <b>Section 3) ii</b> for general details and <b>Section 2) i</b> and <b>Appendix A</b> for the annual CYPP reporting.
2	<p><b>WL Indicator 2</b> To undertake exercise with Personnel and Service Managers to identify posts in each Service Area where Welsh skills would be essential.</p>	See <b>Section 2) ii</b> for progress information.
3	<p><b>WL Indicator 3</b> To ensure that Welsh Language issues are an integral part of all e-Government projects.</p>	See <b>Section 2) iii</b> of this report for complaints information relating to e-Government issues.
4	<p><b>WL Indicator 4</b> To monitor the number and % of staff who have received training in Welsh to a specific qualification level and the number and % of staff who have received language awareness training.</p>	See <b>Section 2) ii</b> and <b>Section 4</b> for details.
5	<p><b>WL Indicator 5</b> To distribute quarterly language skills statistics to assist with service planning in relation to the Welsh Language Scheme - section 2.2.</p>	See <b>Section 3) i</b> of this report.

<b>6</b>	<b>WL Indicator 6</b> To monitor the number of complaints received in relation to the operation of the Language Scheme and dealt with in accordance with corporate standards.	See <b>Section 2) iii</b> of this report.
<b>7</b>	To produce an annual analysis report on all Service Improvement Plans that shows how Welsh language actions are being implemented by service areas.	See <b>Section 6) i</b> of this report.
<b>8</b>	To adopt and implement a standing directive that reports presenting new or updated policies and initiatives carry an assessment of the likely impact of the Scheme.	See <b>Section 6) iii</b> of this report.
<b>9</b>	To produce an annual monitoring and improvement report by 30 <sup>th</sup> June annually.	Completed by the required deadline date.
<b>10</b>	To issue supplementary guidance corporately or to service areas on specific areas of work.	See <b>Section 5) iv</b> of this report.
<b>11</b>	To make 35% of website available in Welsh by end of March 2009, minimum of 10% increase per year afterwards on a rolling programme basis (HTML web pages - this % target does not include pages in downloadable documents).	Not achieved - see <b>Section 2) iii</b> of this report for complaints information relating to the website and the Council's response to the issues..
<b>12</b>	To carry out Equality Impact Assessments on all corporate policies.	See <b>Section 5) i</b> of this report.
<b>13</b>	To undertake 4 thematic surveys on specific service areas in partnership with the Menter Iaith.	See <b>Section 5) ii</b> of this report.
<b>14</b>	To develop full proposals for Language Services Team, in conjunction with Customer First, Personnel and CMT.	See <b>Section 2) ii</b> of this report.

## 2. Welsh Language Front Line Services

### *i) Children and Young People's Partnership*

The work of the CYPP continues to ensure that Welsh Language issues are mainstreamed across projects as noted in previous reports and this year's report also includes examples from Electoral Services, the Youth Forum, the Menter Iaith and Families First.

The Directorate of Education produced its first Welsh in Education Strategic Plan during 2011 and the document will be place from 2012-2015.

See **Appendix A** for the full information on the Reporting on Welsh Medium Youth Service Provision indicator and **Appendix D** for related information from Menter Iaith Caerffili.

### *ii) Welsh Language Indicator 2 - an ability to guarantee a Welsh language service at main receptions, contact centres or one stop shops*

#### **Payroll Data**

The Council is able to provide detailed information on numbers of Welsh speakers per service area and their level of fluency (see **Section 3** and **Appendix B**).

The **iTrent** Payroll system was upgraded to the latest version during 2011. Much of the basic data can now be entered by individuals from their own desktops, and the recording of the language ability of staff has been suggested as an area to be included in future self-recording developments alongside other the recording of other Equalities issues in an effort to tackle the ongoing under-reporting in this area.

When this is done, it will greatly improve the monitoring and reporting capacity of the linguistic profile of the staff within Caerphilly County Borough Council.

#### **Staff Training**

The Training Strategy was introduced in September 2001 and **1038** people have now been on Welsh courses (see **Section 4**) and coupled with the awareness of all main receptions, contact centres or one stop shops of the contact details of the Welsh speaking staff in the Policy Unit and elsewhere, this ensures that the services continue to improve.

Section 4 also notes the increased capacity for training provided during 2011/2012 due to the successful bid for Community Cohesion Funding, providing scope for community partnerships and partner organisations to access the Council's Welsh Language and wider Equalities training for free in the same way the Council supports its own staff.

### ***Language Services Team***

The continued under-reporting has hampered taking this forwards however it has remained as an action under the new Welsh Language Scheme approved in March 2012 and as part of the Council's Strategic Equality Objective 6 - Diversity in the Workplace.

### ***WJEC Diagnostic Tool***

This project aims to create an online portal which will include two diagnostic tools.

The first will enable employers to analyze their current Welsh language skills and staff to focus on the aspects that need improvement, to enable them to operate through the medium of Welsh in the workplace. This is the Skills Diagnostic Tool.

The second element allows employers to analyze the Welsh language skills needed for their staff and to identify which positions within their organisations should be targeted. This is the Management Diagnostic Tool.

An exercise to identify posts where Welsh speakers may be required is one area where the Council has noted no progress in previous reports, however the development of the Management Diagnostic Tool has been identified as giving the Council the potential to tackle this for the first time.

During 2011-2012 the Senior Policy Officer (Equalities and Welsh Language) attended a number of workshops and demonstrations on the pilot Diagnostic Tool in order to assess whether using the tool, when fully available, would be of benefit to the Council. The evidence so far shows that the Tool would be ideal for use by the Council in moving ahead to determine Welsh-essential posts and would plug one of the last gaps in terms of delivering against Welsh language commitments.

Further work in exploring the possibilities of this Diagnostic Tool will be undertaken in 2012-2013.

**iii) Welsh Language Indicator 6 - Standards of Service**

Section 3.2 of the **Welsh Language Scheme 2009-2012** defines what is considered a complaint in terms of the Welsh Language and is in line with the Council's overall Complaints Procedure :-

<p><b>3.2 COMPLAINTS</b></p> <p>3.2.1 A complaint can be defined as a situation where a member of the public, or a group, is not satisfied with the standard of a service, or the action or lack of action by the Council or a member of staff. In the context of the Welsh Language Scheme, complaints can be further defined in two ways:-</p> <ul style="list-style-type: none"><li>i) Complaints in Welsh that concern a specific service area;</li><li>ii) Complaints in either language, concerning the implementation of the Welsh Language Scheme itself.</li></ul> <p>3.2.2 All complaints will be dealt with in accordance with the corporate Complaints policy, but with the added need for translation of all incoming and outgoing correspondence on the matter, in line with the Editorial Policy (see <b>Appendix A</b>).</p> <p>3.2.3 Complaints can be made in writing, by telephone or by email to the Council's dedicated address <b><a href="mailto:complaints@caerphilly.gov.uk">complaints@caerphilly.gov.uk</a></b>.</p>
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During 2011/2012, there has been a marked increase in the numbers of complaints received regarding the implementation of the Welsh Language Scheme - 21 instances that can be classed as complaints falling under **3.2.1 ii)** above occurred during this financial year.

7 complaints were regarding signage and 14 were regarding the Council's website, Facebook and Twitter. 19 complaints were made by email, 2 by telephone.

One reason why this "spike" of complaints may have happened in comparison with previous years (where 8 complaints is the highest number recorded since 2007), could be due to the new Welsh Language (Wales) Measure 2011 and the surrounding publicity, which may have raised Welsh speakers' and learners' expectations and awareness of their own rights to receive a bilingual service.

The signage complaints were due to errors in the Welsh text rather than signage being monolingual, making 2011/2012 the first year we have had no complaints about English-only signage. 7 of the signage complaints received have been around the development at Ysbyty Ystrad Fawr that has involved a number of new road signs (both on the sides of the road and painted on the tarmac).



The signmakers were made aware of the errors and at the time of writing this report in May 2012, all but one have been corrected.

The ongoing issues around the website and social media have taken some time to resolve and real progress will only be made during 2012-2013; however it is important for the Council to note that the issues were not put to one side or ignored during 2011-2012, simply that it took some time to put the right systems and resources in place to tackle the problems constructively.

Lack of translation capacity during this period, coupled with a huge increase in demand for translation services in general has led to difficult decisions in terms of prioritising work. The main area to suffer over the last two years has been the website and social media, where some technical issues have also resulted in Welsh web addresses not working even where the Welsh pages online do exist.

The Welsh Language Board also noted a lack of Welsh language on the Electoral Services web pages in their 2011 review and also were aware of the failure of certain web-links such as to Caerphilly's Big Cheese event website.

Below is a summary of the steps that have been taken, and are still in progress early in 2012-2013, to tackle the issues :-

- As part of the translation agreement with Cardiff Council, the Electoral Services website has been translated for Caerphilly CBC by their translation team and was live in advance of the May 2012 local elections.
- Discussions have begun with IT around the technical issues on the website and with Communications around increasing capacity in order to provide a bilingual digital media service.
- In terms of translation capacity, under the Council's apprenticeship scheme, of the 64 posts in total, so far 5 posts have been designated as requiring Welsh speakers - one has been placed in the Communications team as a media trainee and one in the Policy Unit as a trainee translator therefore this is directly relevant to how the Council is responding to the complaints.
- The role of the media trainee and trainee translator includes website and social media work alongside weekly press notices etc. and both trainees will work closely with the existing team in the Policy Unit to provide a greater bilingual service to the public.
- The Council's Facebook page for example already has a much greater Welsh language presence than ever before.
- The new Magu Hyder courses offered by Canolfan Iaith Gwent, aimed at Welsh speakers who wish to improve their skills, will be offered to these apprentices as part of their workplace training, further enhancing the service.

The Council believes that these steps demonstrate a positive commitment to resolving these complaints, and will ensure that the delivery of Welsh Language services to the public via the web and social media will significantly improve.

### 3. Scheme Management and Administration

#### *i) Welsh Language Indicator 5 - Language Ability*

The ability to record Welsh language issues in terms of staff data and analysis has continued to be an integral part of payroll system within Caerphilly County Borough Council as it migrated to the updated *iTrent* system late in 2011.

Year-end figures show the following numbers:-

Directorate	Welsh Speakers	Total Staff
Corporate Services	25	1079
Social Services	41	1506
Environment Group	30	2223
Education and Lifelong Learning	101	5280

Under-reporting clearly remains an issue, however there has been some useful work undertaken this year to compare the number of Welsh essential posts according to the HR records with the numbers of Welsh speakers listed on the payroll system.

Final figures are still being worked upon but what can be reported now is that 432 Welsh essential posts exist in the Council (including the Welsh-medium schools in the county borough) however only 197 Welsh speakers are currently recorded on the payroll system. This disparity will act as a further driver to tackle the under-reporting issue.

The full year-end breakdown for 2011-2012 can be seen in [Appendix B](#).

#### *ii) Welsh Language Indicator 1 - Procurement*

In last year's report, it was noted that the Equality in Procurement Policy and pre-tender questionnaire (which include Welsh Language considerations) had been updated and the new version was included in Appendix D of that report.

Following discussions at Policy and Resources Scrutiny Committee however, the form was simplified in order to be less of a burden on smaller and medium sized companies or organisations wishing to tender for Council contracts. This did not diminish the required commitments in any way, but it was this updated version not the one in last year's report that was rolled out.

Records indicate that since the form was introduced, **112** contracts have been offered for tender by the Council's Procurement section, and **1042** companies invited to tender for them. Procurement monitor the submitted tenders for compliance with the Equality in Procurement documents and if any indicate they do not or cannot comply, Procurement signpost them to support and guidance on adopting or developing Welsh Language Schemes of their own.

## 4. Linguistic skills: comparing service needs and capacity

### i) *Welsh Language Indicator 4 - Welsh in the Workplace Training and Language Awareness Training*

By the academic year 2011/12, **1038** of the Council's staff and staff of partner organisations have now been on conversational Welsh classes ranging from taster courses for absolute beginners, up to and including 'A' level courses.

<b>Academic Year</b>	<b>Year courses</b>	<b>Taster Courses</b>	<b>Total Learners</b>	<b>(Numbers dropped out)</b>
2001 – 2002	46	-	46	(-)
2002 – 2003	66	-	66	(11)
2003 – 2004	84	37	121	(17)
2004 – 2005	70	43	113	(15)
2005 – 2006	61	77	138	(10)
2006 – 2007	66	27	93	(12)
2007 – 2008	68	38	106	(7)
2008 – 2009	43	58	101	(9)
2009 – 2010	48	50	98	(13)
2010 – 2011	50	33	83	(1)
2011 – 2012	52	21	73	(2)
<b>TOTALS</b>	<b>654</b>	<b>384</b>	<b>1038</b>	

The column for numbers dropped out is for information only and is not included in the Total Learners figures. The number of drop-outs is monitored to ensure that the levels do not become excessive and to identify any trends or possible problems.

Monitoring of training is done via the corporate equalities monitoring forms that are sent out with each course application, and so the information can then be analysed according to grade, ethnicity, disability and employment status etc. Due to the maternity leave of the Equalities Training and Promotion Officer however, the full analysis for 2011/2012 has not been undertaken in time for this report, though the information has been received.

Due to a successful bid to the local Community Cohesion Fund (to allow community partnerships and partner organisations to access the Council's Welsh Language and wider Equalities training for free), in addition to the usual courses offered, the community partnerships in Nelson and Panside asked for dedicated 10-week Welsh language courses in their communities for beginners and further, 3 individuals from partner organisations joined 30-week courses run by Canolfan Iaith Gwent.

## 5. Mainstreaming

### *i) General*

Equality Impact Assessments covering every Equalities strand including Welsh Language are undertaken on corporate policies and this was agreed in the Strategic Equality Plan 2011 and began full implementation in February 2012, from when all council reports are required to contain an Equalities Implications heading - see **Section 6) iii** and **Appendix C** for further details.

This process ensures that Welsh is mainstreamed and monitored equally with the other Equality issues and the completed Assessments will be published on the Council's website at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities) on the Assessing the Services page.

### *ii) Welsh within the community and workplace*

Together with the more formal aspects of the implementation of the Welsh language Scheme within the Council, the Council and Menter Iaith have worked together successfully to encourage greater civic engagement of Welsh speakers by including them in monitoring activities. This ensures that they see how their actions and opinions do have outcomes in terms of improved service delivery for example.

The Council's Welsh Language Scheme 2009-2012 notes that 4 thematic reviews will be done as specific projects per financial year under the SLA; these are agreed with the Menter Iaith at the beginning of each year.

For 2011-2012, two of the projects were linked as one followed on from the other and in reality form a super-project for the year, as in practice they could not have been done separately, therefore there are only three reports noted below:-

#### **1. Welsh Speakers' Database**

This was the linked project as the scope of the work was too great to be undertaken separately. The joint-database held by the Menter Iaith and the Council was in need of updating but it was also decided that the form used to gather names and contact details should be updated and simplified as this may attract more people to register.

The data-cleansing and design and production of the updated registration form formed the first part of the project, the second part was to proactively target people at various events, meetings etc around the county borough, in order to increase the number of people on the hard-copy mailing lists and on the electronic "e-chlysur" e-mailing distribution list.

## 2. **Welsh Language Workshops and Activities**

The Menter Iaith were commissioned to look into the demand for various workshops and activities through the medium of Welsh as various service areas within the Council had noted current under-provision and so a number of events and activities were run in order to gauge demand, popularity and future viability.

The Menter Iaith's report on this work is attached as Appendix D

## 3. **Distribution of “You have a Voice, You have a Vote” leaflets**

A successful bid was made to the Community Cohesion Fund to undertake a project aimed at different groups in the community to encourage them to join the Electoral Register - called **“You have a Voice, You have a Vote”**. The bid covered the development and production costs of the leaflet, but not the distribution, which was done in partnership with the voluntary sector.

Various groups such as ethnic minorities, disability groups, the Deaf Community were targeted by the project but in terms of Welsh Language, the bilingual leaflet was distributed via the Menter Iaith not only to the shared database of contacts, but also specifically at young people who would have been eligible to vote for the first time in the May 2012 local elections.

The Menter Iaith used their links with the 6<sup>th</sup> formers at Ysgol Gyfun Cwm Rhymni and the two Welsh medium youth groups in the county borough in order to target Welsh-speaking young people.

Caerphilly Youth Forum also distributed the leaflets and hosted both the English and Welsh versions on the Youth4U website.

The **“You have a Voice, You have a Vote”** leaflet is attached in **Appendix E**.

All projects have been completed successfully for the financial year, with the database project ongoing now that it has been revamped.

### **iii) Support to Service Areas**

One of the Policy Unit's local performance indicators covers the number of service areas visited/contacted per quarter to offer Equalities and Welsh language advice, which includes help with training issues, translation issues, impact assessment support, SIP action planning and policy development and consultation. The number was increased from 44 to 60 contacts per quarter to reflect the growing demand for advice from service areas.

The support work is shared between 4 staff members - the Senior Policy Officer (Equalities and Welsh Language), the Equalities Training and Promotion Officer, the Older Persons Development Officer and the Equalities Research Officer.

The data from Ffynnon shows the following quarterly information :-

<b>2011 - 2012 Period</b>	<b>Target</b>	<b>Actual</b>
Apr - Jun	60 contacts	58
Jul - Sep	60 contacts	72
Oct - Dec	60 contacts	39
Jan - Mar	60 contacts	89
<b>Totals</b>	<b>240 contacts</b>	<b>258</b>

#### **Notes**

- The figure for the 3rd quarter is lower due to the maternity leave of the Equalities Training and Promotion Officer beginning in October.
- The final quarter shows an increase partly due to the fact that the officer covering the maternity leave began work in January 2012 and also due to the new section in Council reports that was live from February, as noted in **Section 5) i** previously.

#### **iv) Supplementary Guidance to CCBC staff**

Target 10 of the Welsh Language Scheme 2009-2012 notes that in place of detail within the scheme itself as was the case in previous versions, a minimum of 3 sets of specific supplementary guidance per year would be issued to relevant staff on certain topics, carrying the full authority of the scheme but targeted more effectively.

For 2011/2012, the sets of guidance distributed were as follows, and covered 4 areas:-

##### **1) Editorial Policy**

The original target date for the update of this was originally to have been July 2012, however due to a number of issues arising during the year and staff asking for clarification on certain types of publication, the revision date was brought forwards and was achieved by March 2012.

The new version is now available as a pdf on the Council's Equalities web pages at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities) on the dedicated page under Equalities Guidance. It is also available internally for staff on the Translation Services intranet site.

The majority of the content has not changed from previous versions, however some additions have been made to reflect changes in practice in terms of how documents are published. Added to the 2012 document however is the corporate language statement that should be included on all publications, and at the back is a section containing the internal guidelines for staff when project-planning, to allow them sufficient time to build-in translation time.

##### **2) Accessible Voting Guide**

As part of the 4-yearly review of polling stations, the old accessibility guide was looked at in order to update the content to reflect changes in Equalities legislation and to make sure that Welsh Language issues received the same considerations alongside physical accessibility when voting.

A revamped Accessible Voting Guide was developed and has been published on the Council's Equalities web pages at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities) on the dedicated page under Equalities Guidance.

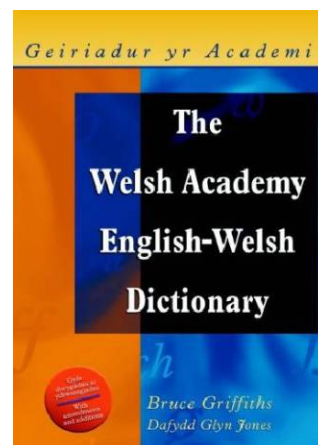
As part of this guidance, a language choice poster for all polling stations has been produced (see **Appendix E**) so that any member of the public will be able to know on entering the polling station whether any of the staff on duty speak Welsh, can use BSL or speak any other language.

The posters will be returned to the Equalities and Welsh Language Team so that a map of Welsh language service provision at the polling stations can be produced, acting as a baseline for future provision.

### **3) Support for Welsh Speakers and Advanced Learners**

A new page for Welsh speakers and advanced learners was created on the intranet site, giving them advice on how to gain confidence using their language skills in the workplace through -

- advanced training courses
- resources such as software (Cysgliad) and dictionaries (such as Geiriadur yr Academi)



- encouraging them to translate their own work but with a strong caveat that any work is then sent to be proof-read by the Welsh Language team. The team leader for Health Improvement in the Council and the Schools Traffic Road Safety Officer are two staff members who already work in this way.

### **4) Translating and Interpreting Intranet Site (General)**

Further updates were made to this site :-

- adding a Directorate and Department list to the glossaries section;
- adding a new page just prior to the 2012 Six Nations containing a pdf of the Welsh National Anthem, giving some of its history as Evan James and James James have roots in the county borough, the full lyrics in Welsh, a phonetic version of the first verse and chorus and one example of the anthem translated into English for people to understand the meaning.



## 6. Analysis of Performance by Priority and Target

### *i) Service Improvement Plans (SIPs)*

An analysis report is produced each year by the Senior Policy Officer (Equalities and Welsh Language) on the work done by service areas on these issues that they mention in their SIPs. Two approaches continue to be made in order to raise understanding within of service areas of their own work in the context of Equalities and Welsh Language.

During the meetings and contacts noted in **5) iii** previously, practical examples from the SIPs are used to frame the work from a different perspective in order to raise the understanding of staff of how to appreciate the impact of their work on Welsh speakers.

One action that both Education and Social Services have agreed to covers exercises to get more staff to note their language skills for example, linking their work back to the issues raised in **3) i** previously.

Further, the anecdotal evidence gathered has been collated and is to be published as a good practice guide during 2012-2013 as one of the Supplementary Guidance documents in order to provide people with a useful reference guide (this was delayed during 2011-2012 due to other work pressures but is now a priority for the new financial year).

### *ii) Local Performance Indicators*

The Policy Unit also itself has 5 Equalities-related local indicators within the Ffynnon system for monitoring corporate performance. These are:-

- Number of Equalities courses run per quarter (which includes all Welsh Language training as detailed in **Section 4) i**)
- Number of Equality Impact Assessments assessed by Policy Unit (**Section 4) i**)
- Number of Service areas visited/contacted per quarter to offer Equalities and Welsh language advice, which includes help with training issues, translation issues, impact assessment support, SIP action planning and policy development (**Section 5) iii**)
- Number of SIPs reaching Level 2 or higher in the SIPS Annual Equalities Assessment (see **Section 6) i**)
- % of staff with abilities to speak / use languages other than English (see **Section 3 i** and **Appendix B** for the details on Welsh speakers)

This information is updated on the Ffynnon system quarterly and reported to the Policy and Resources Scrutiny Committee by the Head of Performance and Property.

### **iii) New and Updated Policies**

Work on the Policy Framework will begin in earnest during 2012/2013 however **Appendix C** shows a list of policies that have had either an impact assessment on them or been sent to the Senior Policy Officer (Equalities and Welsh Language) for consultation comments in the two months of 2011/2012 the new reporting templates have been in place.

Not all reports and policies will have a direct impact on Welsh Language service provision, nor will Welsh Language matters be relevant to every report and new or updated policy; however the process being in place ensures that there is a significantly improved system of mainstreaming Welsh Language considerations into the Council's daily work.

## **7. Publishing Information on Performance**

The Council publishes information on its performance every year in the form of a public summary as hard copy and electronically and also in Newline, the Council's own newspaper.

A full Equalities training report is published by September each year on the previous academic year, and this also contains all the Welsh language training provided.

This annual monitoring and improvement report, once debated and approved internally within the Council, will then be submitted to the Welsh Language Commissioner's Office and then published on the dedicated Welsh Language page in the Equalities section of the Council's website, along with other data on language matters - [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities).

During August 2012, the Council will, along with partner councils, once again have a shared stand at the National Eisteddfod and this year will be publishing and promoting its Welsh Language successes since the first Welsh Language Scheme was produced in 1998, in order to demonstrate its commitment to the new Standards being consulted upon at the time of writing this report.

# APPENDIX A -

## Reporting on Welsh Medium Youth Service Provision

<p><b>1)</b></p>	<p><b>Provision</b></p>
	<p>See <b>5) ii 3</b> and <b>Appendix D</b> for how young Welsh speakers were included in a project aimed at encouraging people to take part in the democratic process by registering on the Electoral Register.</p> <p>The updated CYPP Plan includes the Welsh Language Scheme as a related document in order to maintain the links between the Plan and matters around Welsh language provision in the county borough.</p> <p>The Menter Iaith currently delivers a Welsh medium Health Information project, providing support, advice and information on a range of health and lifestyle issues to young people. The project links closely with the Healthy Schools Team and the Youth Service. The continuation of this crucial provision is dependent on securing funding.</p> <p>Caerphilly Youth Service fund one Welsh medium Youth club in Bargoed and Menter Iaith fund a second club in Caerphilly.</p>
<p><b>2)</b></p>	<p><b>Co-operation with Partners</b></p>
	<p>The CYPP remains fully committed to the Council's Welsh Language Scheme and this is reflected in the Families First projects, the ongoing relationship with the Urdd, Menter Iaith, Mudiad Meithrin, TWF (which will continue into the new SE Wales project) and also the inclusion of the Senior Policy Officer (Equalities and Welsh Language) on the Partnership Board, and the links with the 3 Priority Outcome Groups (POGs) which now replace the 7 Core Aim Groups.</p> <p>The Youth Service and CYPP promote methods of data collection to encourage analysis of Welsh medium provision. All the projects in the Families First programme have the Welsh Language requirements built into their contracts and this also forms part of their monitoring. This allows the organisations to be able to identify and record language requirements and develop relevant actions and targets for future plans.</p> <p>See also <b>Appendix D</b> for the Menter Iaith's report on Welsh Language community Activities.</p>

<b>3)</b>	<b>Staff Skills</b>
	<p>8 staff from the Family Information Service are attending a 30 week "Cymraeg o'r Crud" course.</p> <p>Under-reporting of current skills as noted in <b>3 i)</b> previously has not only acted as a driver to increase the figures of existing staff who speak Welsh but also as a driver to arrange and deliver more Welsh Language training for teaching staff, classroom assistants and other support staff, and a number of schools have worked through the training provision to gain access to Coleg Gwent's new Cwrs Magu Hyder.</p>
<b>4)</b>	<b>Finance</b>
	<p>The Council's Youth Service, together with the Urdd and the Menter Iaith continue to co-fund a Welsh Youth Worker post based in Ysgol Gyfun Cwm Rhymni.</p> <p>Menter Iaith successfully bid for Community Cohesion funding in order to deliver Welsh medium Health Information workshops which focused on drug/alcohol misuse and anti-social behavior issues.</p> <p>The CYPP commissioned 8 new projects, through open tender under Families First funding during 2011-2012. These have replaced all the previous Cymorth funded projects as noted in previous reports.</p> <p>The aim of the Families First programme is to drive improvements to family support, its design and delivery in order to reduce numbers of families developing more complex needs and requiring more intensive interventions. The principles of Families First are: family focused, bespoke, integrated, pro-active, intensive and local.</p> <p>The new projects are:</p> <ul style="list-style-type: none"> <li>• Team Around the Family &amp; Parenting Co-ordination</li> <li>• Parenting Programme &amp; Individual Family Support</li> <li>• Family Engagement</li> <li>• Inclusion &amp; Support</li> <li>• Health Inclusion</li> <li>• Family Play</li> <li>• Integrated Family Learning</li> <li>• Advocacy</li> </ul>

The following paragraphs (from the standard tender documents issued to all interested parties for the 8 projects at the time) make clear references to Welsh language issues in a number of places:

**4.4** Local publicity material for families and professionals shall be produced if required and must display the CYP Partnership logo to comply with funding requirements. All publicity developed must be bilingual and checked by and agreed with the CYP Partnership Central Support Team

**4.5** Provision of written information regarding the provision in Welsh shall be considered in line with the CCBC Welsh Language Scheme.

**13.5** The monitoring and evaluation systems are able to record and analyse service users (children, young people and families) using the full range of protected characteristics and wider Equality strands as required by Equalities and Welsh language legislation, in line with CCBC's Strategic Equality Plan.

**14.2** As part of a Quality Assurance Programme, the required policies and procedures are in place which include:

- Equalities and Welsh Language
- Human Rights
- Health and Safety
- Complaints and Compliments
- Confidentiality
- Recording of Information
- Data protection and information sharing
- Recruitment and Selection
- Child Protection
- POVA
- Staff Supervision/Staff Appraisal
- Disciplinary /Capability /Grievance
- Whistle blowing
- Training
- Staff Satisfaction
- Contract Management
- Monitoring & Evaluation Procedures

5.	<b>Consultation</b>
	<p>The Menter Iaith support the Junior Forum in order to ensure that Welsh speaking children are able to contribute through the medium of Welsh and to take part in the Forum in this way. Menter Iaith staff attend each Forum meeting and are responsible for supporting Welsh speaking children during the Forum's meetings and activities.</p> <p>The Junior forum provides all materials and information bilingually, as well as workshops held during Junior forum meetings. These are held alongside English medium workshops.</p> <p>On a strategic level, the Senior Policy Officer (Equalities and Welsh Language) was a consultee on the Children and Young People's Plan, the Family Support Strategy, the commissioning process for the Families First programme and provided Equality Impact Assessments on them.</p> <p>The Welsh Language Board and Welsh Government submitted comments on the draft Children and Young People's Plan, which were incorporated into the final Plan.</p>

## APPENDIX B -

### LINGUISTIC PROFILE OF WORKFORCE - WELSH LANGUAGE ABILITY BY SERVICE AREA AND FLUENCY AS AT 31<sup>st</sup> MARCH 2012

#### i) OVERALL STAFF FIGURES

	Total Staff	Welsh Speakers	%
<b><i>Corporate Services</i></b>			
Corporate Finance	198	4	2.02
Housing	445	3	0.67
Human Resources	109	6	5.50
Information & Citizen Engagement	199	5	2.51
Legal and Governance	58	2	3.45
Performance & Property	62	5	8.06
WHQS Programme	8	0	0
<b><i>Total</i></b>	<b><i>1079</i></b>	<b><i>25</i></b>	<b><i>2.32</i></b>
<b><i>Directorate of Social Services</i></b>			
Adult Services	1162	34	2.93
Business Support	50	1	2.0
Children's Services	291	6	2.06
<b><i>Total</i></b>	<b><i>1506</i></b>	<b><i>41</i></b>	<b><i>2.72</i></b>
<b><i>Environment Group</i></b>			
Engineering and Transport	279	7	2.51
Planning & Regeneration	322	9	2.79
Public Services	957	3	0.31
Public Protection	770	11	1.42
<b><i>Total</i></b>	<b><i>2223</i></b>	<b><i>30</i></b>	<b><i>1.35</i></b>

	Total Staff	Welsh Speakers	%
<b>Directorate of Education &amp; Lifelong Learning</b>			
Learning Education and Inclusion	469	13	2.77
Lifelong Learning & Leisure	936	11	1.17
Planning & Strategy	11	1	9.09
Schools	3988	77	1.93
<b>Total</b>	<b>5280</b>	<b>101</b>	<b>1.91</b>
<b>COUNCIL TOTALS</b>	<b>9655</b>	<b>197</b>	<b>2.04</b>

## NOTES

- As with previous reports, the figures in **B 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 **B ii)** to **B v)** that follow refer to levels of fluency of Welsh speakers per service area and cannot be compared directly with the totals shown in **B i)** because for example, in Housing (the second section below in **B ii)** the "A Little" column refers to the same 2 staff members who can read, speak, understand and write a little, not 8 different members of staff.
- In addition to under-reporting, the various restructures undertaken within the Council over the last few years may have created a requirement for data cleansing as Legal and Governance for example only shows 1 fluent Welsh speaker but the Council's Welsh Language Team are based in this division.



ii) **CORPORATE SERVICES**

<b>Corporate Finance</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>		3	1		
<b>Speaking/Use</b>		2	1	1	
<b>Understanding</b>		1	1	1	1
<b>Writing</b>		1	2	1	
<b>Total Staff</b>	<b>4</b>				

<b>Housing</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	1			2	
<b>Speaking/Use</b>	1			2	
<b>Understanding</b>	1			2	
<b>Writing</b>	1			2	
<b>Total Staff</b>	<b>3</b>				

<b>Human Resources</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	1	2	1	2	
<b>Speaking/Use</b>	1	2	1	2	
<b>Understanding</b>	1	2	1	2	
<b>Writing</b>	1	2	1	1	1
<b>Total Staff</b>	<b>6</b>				

<b>Information &amp; Citizen Engagement</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	2	1		2	
<b>Speaking/Use</b>	2	1		2	
<b>Understanding</b>	3		1	1	
<b>Writing</b>	3			2	
<b>Total staff</b>	<b>5</b>				

<b>Legal &amp; Governance</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	1		1		
<b>Speaking/Use</b>	1		1		
<b>Understanding</b>	1		1		
<b>Writing</b>	1		1		
<b>Total staff</b>	<b>2</b>				

<b>Performance &amp; Property</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	1		2	2	
<b>Speaking/Use</b>	1			4	
<b>Understanding</b>	1		1	3	
<b>Writing</b>	1		1	3	
<b>Total staff</b>	<b>5</b>				

WHQS Programme	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading					
Speaking/Use					
Understanding					
Writing					
<b>Total staff</b>	<b>0</b>				

### iii) DIRECTORATE OF SOCIAL SERVICES

Adult Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	9	12	5	6	2
Speaking/Use	12	3	11	8	
Understanding	11	6	6	6	5
Writing	9	8	9	6	2
<b>Total staff</b>	<b>34</b>				

Business Support	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading		1			
Speaking/Use			1		
Understanding			1		
Writing			1		
<b>Total staff</b>	<b>1</b>				

Children's Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	3			3	
Speaking/Use	2	1		3	
Understanding	1	1		1	3
Writing	2	1		3	
<b>Total staff</b>	<b>6</b>				

iv) **ENVIRONMENT GROUP**

<b>Engineering &amp; Transport</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	2	1	2	1	1
<b>Speaking/Use</b>	2	2	2	1	
<b>Understanding</b>	2	2	2	1	
<b>Writing</b>	2	1	2	1	1
<b>Total staff</b>	<b>7</b>				

<b>Planning &amp; Regeneration</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	3	2	1	3	
<b>Speaking/Use</b>	3	1	2	3	
<b>Understanding</b>	3		2	2	2
<b>Writing</b>	3	1	1	4	
<b>Total staff</b>	<b>9</b>				

<b>Public Services</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	6		1	4	
<b>Speaking/Use</b>	6			5	
<b>Understanding</b>	3	1		4	3
<b>Writing</b>	5	1		5	
<b>Total staff</b>	<b>11</b>				

<b>Public Protection</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	1		2		
<b>Speaking/Use</b>	1		1	1	
<b>Understanding</b>	1		1	1	
<b>Writing</b>	1		1	1	
<b>Total staff</b>	<b>3</b>				

v) **DIRECTORATE OF EDUCATION & LIFELONG LEARNING**

<b>Learning Education &amp; Inclusion</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	6	2		5	
<b>Speaking/Use</b>	5	3		5	
<b>Understanding</b>	3	2		4	4
<b>Writing</b>	4	4		3	2
<b>Total staff</b>	<b>13</b>				

<b>Lifelong Learning &amp; Leisure</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	2		2	7	
<b>Speaking/Use</b>	2		2	7	
<b>Understanding</b>	1		1	8	1
<b>Writing</b>	2		1	7	1
<b>Total staff</b>	<b>11</b>				

<b>Schools</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	65	3	3	6	
<b>Speaking/Use</b>	64	3	4	5	1
<b>Understanding</b>	13	3	3	5	53
<b>Writing</b>	62	6	3	6	
<b>Total staff</b>	<b>77</b>				

<b>Planning &amp; Strategy</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>				1	
<b>Speaking/Use</b>				1	
<b>Understanding</b>				1	
<b>Writing</b>				1	
<b>Total staff</b>	<b>1</b>				

## APPENDIX C -

### List of Policies and Reports sent for Impact Assessment or Consultation Comments since the new reporting template came into force. \*

- No Smoking Policy
- Career Break Scheme
- Education Welfare Service Lone Workers Guidance
- Mileage Policy
- Sickness Absence
- Youth Unemployment Report
- Parental Leave Scheme
- Resident and User Feedback Guidance
- Mobility Scooters and Motorised Wheelchairs Policy (Sheltered Accommodation)
- Grievance Procedure
- Markham Resource Centre Report
- Smoke Free Play Areas Report
- Private Sector Housing Renewal Strategy – Empty Homes
- Education Report on Welsh Medium provision at St Ilan site
- Home Working Scheme
- Substance Misuse in Schools
- Guidance on Retention and Transfer of Safeguarding Records
- Homelessness Scheme service specification
- Leave of Absence Scheme
- Safeguarding in Schools
- Draft Capital Strategy Report
- Use of Time Out / Calming Rooms
- Free Sports Provision during Summer Holidays
- Cabinet Report on the Determination of Catchment Area for Woodland Terrace, New Tredegar

\* **As noted previously, not all reports and policies will have a direct impact on Welsh Language service provision, nor will Welsh Language matters be relevant to every report and new or updated policy; however the process being in place ensures that there is a significantly improved system of mainstreaming Welsh Language considerations into the Council's daily work.**

## **APPENDIX D -**

### **Menter Caerffili report - Examples of Community Activities 2011-12**

#### **i) Workshops and Short Courses for Adults - Community Education provision**

In response to local demand, Menter Caerffili has undertaken a number of taster sessions and short courses this year to provide opportunities for adult learning in the community through the medium of Welsh. We have run taster sessions and short courses on flower arranging, Spanish for beginners, yoga and art for about 30 local people and intends to develop more sessions in the near future in order to attract more participants.

The sessions and short courses were held in partnership with the Council's Community Education Department, who have identified the importance of improving the existing provision for adults and Menter Caerffili in an ideal position to offer information and help to organise more courses and taster sessions in the future.

Our relationship with Community Education continues to develop and we intend to work together again in the near future to recruit more tutors who can teach through the medium of Welsh. We feel that our relationship with the Council's Community Education Department is very positive and could be considered as an example of good practice for other departments within the Council.

#### **ii) Parent and Toddler Swim Sessions - Leisure provision**

This year we had an excellent opportunity to develop a Parent and Toddler sessions at Caerphilly Leisure Centre swimming pool. The sessions were organized by Menter Caerffili in response to the demands of parents of the area who wanted to attend Welsh language sessions with their toddlers / babies.

During this series of sessions, parents and their babies and young children had the opportunity to use Welsh in an informal setting and joined in with singing, playing and chatting with other parents. After each 45 minute session there was another opportunity through this contact with Menter Caerffili to meet the staff in the Leisure Centre's cafe for a chat.

Families attended 10 sessions each week and from comments collected by questionnaires at the end of the project it became clear that all parents want to see more sessions in the future in that area and other locations throughout the county borough. We noted that all families who attended asked for more sessions in the future to help them to use Welsh more often with their children.

So that we can offer more sessions like in the future will have to work more closely with Leisure Services and greater resources, including staff will need to be allocated. We believe that this would be a very good opportunity to work with Leisure Services and the Council to work towards achieving the Welsh language commitments in the Council's Welsh Language Scheme and Community Strategy.

### **iii) Halloween Workshops - School holiday activities for children**

Menter Caerffili organised Halloween Initiative workshops in Ysgol Gymraeg Gilfach and Ysgol Ifor Bach during October half term 2011. With the Senior Policy Officer (Equalities and Welsh Language), we decided to choose Halloween as a workshop subject for children and young people because of the fact that all other sessions being held in the county borough (mainly Llancaiach and the Winding House) had been organised in English only.

The duty fell on Menter Caerffili so to provide Welsh medium sessions for children and families who wanted to participate in sessions Welsh. The views of parents and children who participated in the workshops were overwhelmingly positive, post-it notes were left to collect comments - some of which are shown below.

#### ***Comments from parents:***

“Brilliant session. Enjoyed by parents and children alike. Would like to see more of these sessions in Welsh. Any kind of Welsh session would be welcome”

“Kids have really enjoyed this workshop and are very proud of their work! Would definitely come again and recommend. Diolch x”

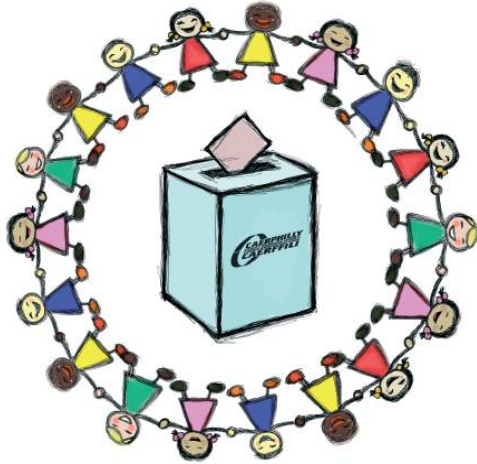
“I thought the workshop was great. The kids had fun. Thank you very much. Other ideas [for workshops in the future] swimming sessions, football sessions, family fun, more craft ☺”

“My 3 year old son really enjoyed the session. I was very impressed with the range of activities. Would come again.”

“A brilliant idea through the school holidays and we would definitely be interested in further events. It’s so nice to hear the children speak Welsh outside of school.”

## APPENDIX E - “You have a Voice, You have a Vote”

**YOU** **HAVE A** **Voice**



**YOU** **HAVE A** **VOTE**

Be part of the decisions being made in and for  
your community - use your **voice** and use your **vote**.  
You might be **X** if you don't!



## Aged 18 or over?

**Then you're entitled to vote and have your say in:**

- Community, Town & County Borough Council elections;
- Welsh Government elections;
- UK Parliament elections;
- European elections.

Elected politicians make decisions that affect your life every day, in all sorts of ways. You may think some things don't affect you, and so voting is a waste of time, or that you can't change things, but politicians don't just make decisions on big things like the economy and defence and big projects like new hospitals, but on day-to-day things in your life like-

- Collection dates for your recycling;
- How much council tax you pay and the ways you can pay it;
- What parks and library and leisure facilities are available for you in your area;
- Delivering services for older people or children with additional needs;
- All sorts of things that can affect your life, your family's life or your community.

If you don't want to vote in person on the day of an election, or can't get to a polling station, you can choose to vote by post or by proxy (giving someone permission to vote for you). All you have to do is to make sure your name is on the Electoral Register and choose how you want to vote.

**If you aren't on the Register, contact Electoral Services:-**

**By post:** Electoral Services, Enterprise House,  
2 Tir-y-berth Industrial Estate,  
New Road, Hengoed, CF82 8AU

**Email:** [electoralservices@caerphilly.gov.uk](mailto:electoralservices@caerphilly.gov.uk)

**Phone:** 01443 864204

**Fax:** 01443 864379



Llywodraeth Cymru  
Welsh Government






The Council's Accessible Voting Guide is available to download at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities) or email: [equalities@caerphilly.gov.uk](mailto:equalities@caerphilly.gov.uk) for a hard copy.



This project is joint-funded by Caerphilly CBC Equalities and Welsh Language Team and the Welsh Government's Community Cohesion Fund.

# APPENDIX F - Language Poster for Polling Stations

A blank A3 version is in all presiding officers' packs for use in polling stations where staff have language skills other than English. The polling station name will be written in any appropriate language box ticked on the right and if relevant, the name of the other language will be written in the third section.

Equal Opportunities	 Cyfle Cyfartal	equalities@caerphilly.gov.uk
		cydraddoldeb@caerffili.gov.uk
<h2>GORSAF BLEIDLEISIO</h2>		
<hr/> <h2>POLLING STATION</h2>		
	<p><b>MAE AELOD NEU AELODAU STAFF YN YR ORSAF BLEIDLEISIO HON YN SIARAD CYMRAEG</b></p> <p><b>ONE OR MORE STAFF MEMBERS AT THIS POLLING STATION CAN SPEAK WELSH</b></p>	
	<p><b>A STAFF MEMBER OR STAFF MEMBERS AT THIS POLLING STATION CAN USE BRITISH SIGN LANGUAGE</b></p>	
	<p><b>A STAFF MEMBER AT THIS POLLING STATION CAN SPEAK</b></p> <hr/>	
 <p>A greener place Man gwyrdach</p> 