

Overview of Relevant Local Information

1) Census 2011

Caerphilly county borough population by Welsh Language Skills		
Category	Percentage	Approximate Numbers
No Welsh language skills	83.9	144,285
Understand spoken Welsh only	3.0	5,159
Speak but cannot read or write Welsh	1.7	2,924
Speak and read but do not write Welsh	0.9	1,548
Speak, read and write Welsh (fluent)	8.5	14,618
Have another combination of skills	2.1	3,611
Note: these percentages and figures are based on county borough population figures aged 3 years and over, therefore the totals do not correspond with other categories.		

2) Schools Information

12 Welsh medium schools, 14% of the schools population in Welsh medium education.

3) Workforce Profiles

(data from 31/03/13 - updated year-end information currently being collated by HR)

9,571 staff, 416 recorded or identified as Welsh speakers (333 office based staff, 83 school-based including teachers).

4) Complaints Recorded about Welsh language issues

During 2012 - 2013, there were 9 complaints made and these were reported in detail in the annual report. 2 complaints were regarding signage, 3 regarding English-only publications or correspondence, 3 regarding website issues and 1 regarding customer care and lack of Welsh language awareness.

All were made by email, with the customer care issue also being made in writing by letter. None were made over the telephone and no complaint was received about lack of Welsh language telephone service provision.

2013-2014 complaints are currently being analysed but so far 17 have been recorded along similar lines to the previous year, again with none made regarding lack of Welsh language telephone service provision.

5) Written correspondence

Though difficult to calculate across the entire council as no records exist about how much correspondence the Council receives in total, our central translation records show that of over 2200 items translated during 2013-2014, somewhere in the region of 280 were letters or emails sent in to the Council in Welsh by members of the public, as opposed to Council generated information or publications. All were replied to within the correct timescales and none of the 17 complaints noted above were around written correspondence.