



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

# Welsh Language Commissioner Standards Investigation: Questionnaire

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## Section 1 – General

1. Full name of the organization:

Caerphilly County Borough Council

2. Type of organization:

Local Authority

3. Which geographical area is served by the organization?

Caerphilly County Borough covers the Rhymney and Islwyn areas of South East Wales.

4. Provide a description of the organization's main duties.

The council's functions include, but are not exclusive to the following:

Adult Social Services, Children's Social Services, Education, Housing, Registration Services, Trading Standards, Libraries, Leisure, Public Protection, Democratic Services, Legal Services, Corporate Finance, Equalities and Welsh Language, Engineering and Transport, Planning and Regeneration, Human Resources, Performance, Property, ICT and Customer Services, Parks, Street Cleansing, Licensing

5. What is the location of the organization's headquarters and main regional offices?

Penallta House, Tredomen Park, Ystrad Mynach, Hengoed, CF82 7PG (HQ)

Pontllan-fraith House, Pontllan-fraith, Blackwood, NP12 2YW (main regional)

6. Does the organization have other administration offices?

Yes [ X ]

If 'yes', where are the organization's other administration offices located?

Caerphilly (numerous) , Blackwood, Ystrad Mynach, Croespenmaen, Risca.

7. Apart from the administration offices previously noted, list all other public buildings within the organization's boundaries and responsibilities which are open to the public or a section of the public e.g. day care home, leisure centre etc

According to the Council's Property team, the latest information shows 321 establishments, though some, like schools may be multi-building sites on one campus.

This information comes from the national Property Performance Indicators required to be collected by Welsh Government and uses the definition of *"All freehold and leasehold sites for which the authority has a direct repairing obligation, that are used for direct service delivery and are open to the public"*.

The following categories are not included: Catering/MOW; Depots/Stores; Industrial Units/Workshops; Shops; Council housing/Sheltered Housing; Buildings leased out; Sites where the Council has no repairing liabilities (PFI, etc.).

8. How many employees work for the organization?

Approximately 9,300

9. How many of those employees have Welsh language skills?  
(note fluency levels if known)

End of year figures for 2013-2014 are not yet available, however the previous figures are shown in Appendix A of the Annual Monitoring and Improvement Report 2012-2013.

The updated figures will be provided by the June deadline for the 2013-2014 report.

**10.** Please provide information and/or evidence regarding the institutional arrangements the organization has in place to support and lead the work of planning Welsh language services and to comply with the current Welsh language scheme's requirements.

The Council has a Welsh Language Scheme in place, the current version is the fifth and has been operating since 2012 with no specified end date so as to cover the period until the Standards come into force.

Caerphilly is possibly unique in that the action plan to deliver on the Welsh Language Scheme is actually integrated with the action plan to deliver on the requirements of the Strategic Equality Plan, as so many aspects of both are similar in practice - including impact assessments, staff monitoring, training opportunities etc.

Both schemes, their annual reports and a range of guidance and information about what the Council does can be found at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities).

**11.** Please provide information and/or evidence regarding any facility the organization has to support the use of the Welsh language.

The Council provides 12 Welsh medium schools in the county borough (11 primary and one comprehensive) and works with the Menter Iaith to provide a number of language opportunities in the community.

During 2013-2014 a new Intranet Portal was developed covering all Equalities and Welsh language issues, including for the first time a section dedicated to Welsh speaking staff offering support at their desks (Cysgliad, dictionaires, Iaith gwaith lanyards etc), training opportunities and translation advice regarding working bilingually. This will be reported on in full in the Annual Monitoring and Improvement Report 2013-2014.

Since February 2012, all committee reports have an Equalities Implications section, covering Welsh Language issues were relevant and a full list of the reports consulted upon for this reason can be found at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities).




## Section 2 – Service delivery standards

### General Introduction - Council comment:

Caerphilly County Borough Council has undertaken a mapping exercise and evidence base in order to determine whether each of the proposed standards is reasonable and proportionate for this organisation.




In response to the questions that follow, each individual standard is shown in a table with the the middle column showing existing CCBC evidence or other comments, together with any related legal requirements.

The final column shows a simple “traffic light” system of green/amber/red in order to help assess whether the Council would consider that draft standard reasonable and proportionate, if implemented. The traffic light system is explained below:

	Existing practice, or easily achievable with little or no resource implications.
	Existing practice but currently inconsistent, or potentially achievable but with some resource implications (possibly even requiring partnership or cross-boundary working).
	Difficult to achieve / significant resource implications / not considered reasonable or proportionate.

The following responses therefore differ slightly from the template provided as each individual standard has been evidenced and scored.

In general however, the total Green / Amber / Red scores are noted below in summary, based on the evidence and comments noted for each of the 134 draft standards from Caerphilly CBC’s perspective.

Number of draft standards scoring in a Green category		<b>95</b>
Number of draft standards scoring in an Amber category		<b>25</b>
Number of draft standards scoring in a Red category		<b>14</b>
<b>TOTAL</b>		<b>134</b>

## Activity 1: Correspondence

12. Does the organization carry out the activity in question?




Yes [ X ]

13. Does the organization carry out the activity in question in Welsh?


Yes [ X ]

### Proposed standards for correspondence [1-8]


14. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards for correspondence		
a) Replying to correspondence		
<b>[1]</b> Any correspondence received by the organisation, which is written in Welsh must be answered in Welsh if an answer is required, unless the person has indicated that they would prefer not to receive a reply in Welsh.	<b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 (points 2.3.1 - 2.3.5) and the Editorial Policy. Copies of these can be found on the Council's website at: <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>	
Proposed standards for correspondence		
b) Initiating correspondence		
<b>[2]</b> The correspondence must be issued in Welsh where the person has indicated that he or she wishes to receive correspondence in Welsh.	<b>Evidence/Comment</b> This is current policy in CCBC under the existing Welsh Language Scheme 2012 as above, though a lack of a single integrated IT system across council service areas make corporate practice difficult. The Tell Us Once programme and individual databases comply with this requirement. Birmingham Council's CRM system does have this "single view of the customer" approach and could be a model for future practice.	
<b>[3]</b> The correspondence must be issued in a form which includes a Welsh version where a person has indicated that he or she wishes to receive correspondence that includes a Welsh version.	<b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 - the wording of the draft standard is perhaps unnecessarily complex though and could be simplified to "issued in bilingual form"?	



**Proposed standards for correspondence**  
**b) Initiating correspondence (contd.)**

<p><b>[4]</b> Where the person has not indicated that he or she wishes to receive correspondence in Welsh, when correspondence is issued in English, the organisation must ensure that it is also issued, at the same time, in Welsh.</p>	<p><b>Evidence/Comment</b>  This is partial current practice in CCBC under the existing Welsh Language Scheme 2012 as noted in <b>[1]</b> above.  (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p>	
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**Proposed standards for correspondence**  
**Corresponding with several persons (e.g. issuing a circular letter)**


<p><b>[5]</b> Where correspondence is issued in English it must also be issued, at the same time, in Welsh.</p>	<p><b>Evidence/Comment</b>  This is current practice in CCBC under the existing Welsh Language Scheme 2012 as noted in <b>[1]</b> above.  (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p>	
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**Proposed standards for correspondence**  
**c) General standards relating to correspondence**

<p><b>[6]</b> The Welsh version of the letter must be signed.</p>	<p><b>Evidence/Comment</b>  This is current practice in CCBC under the existing Welsh Language Scheme 2012  (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p>	
<p><b>[7]</b> Where an e-mail is issued and it contains an electronic signature, that signature must be in Welsh.</p>	<p><b>Evidence/Comment</b>  This is current practice - since 2012 all Council email auto-signatures are being migrated to a standard bilingual format and as of early 2014 the vast majority are completed.</p>	

**Proposed standards for correspondence**

**c) General standards relating to correspondence (contd.)**

<p><b>[8]</b> The organisation must state that it welcomes Welsh language correspondence and will correspond through the medium of Welsh. It must state that writing to it in Welsh will not, of itself, lead to a delay in dealing with the correspondence. This wording must be displayed on:</p> <ul style="list-style-type: none"><li>• the website homepage</li><li>• correspondence and forms</li><li>• signage in reception areas</li><li>• official notices and publications that invite responses from persons.</li></ul>	<p><b>Evidence/Comment</b></p> <p>This is partial current practice - the Council notes in bilingual format that it welcomes correspondence in any language or format. This satisfies Welsh language requirements but also other languages and Braille, audio etc. under Equalities legislation. Some work would be required to ensure it appears everywhere listed in the draft standard opposite, together with the statement around there being no delays, but that can form part of a future action plan, and includes using the Iaith Gwaith / Working Welsh promotional material.</p>	
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15. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

- Yes** - draft standards 1, 2, 3, 5, 6, 7, 8  
**Partial** - draft standard 4

If 'No', please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

Partial - as noted for **Evidence/Comment** for draft Standard 4



## Activity 2: Telephone calls

16. Does the organization carry out the activity in question?




Yes [ X ]



17. Does the organization carry out the activity in question in Welsh?



Yes [ X ]

### Proposed standards for telephone calls [9-18]

18. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

<b>Proposed standards for telephone calls</b>		
<b>a) Incoming calls to an organisation's main switchboard</b>		
<b>[9]</b> Incoming calls must be dealt with in Welsh by the switchboard when the service is open.	<b>Evidence/Comment</b> Current policy under the existing Scheme (points 2.3.6 - 2.3.9); calls are diverted to the Equalities and Welsh Language team if no Welsh speaker is on the main switchboard, to ensure language continuity for the customer.	
<b>[10]</b> The organisation must provide a switchboard that will deal with incoming calls in Welsh.	<b>Evidence/Comment</b> Current policy under the existing Scheme as [9] above.	
<b>[11]</b> All answering services must enable persons to leave a message in Welsh.	<b>Evidence/Comment</b> Current policy under the existing Scheme, but difficult to monitor if this is reflected in practice.	

<b>Proposed standards for telephone calls</b>		
<b>b) Direct incoming calls to staff members</b>		
<b>[12]</b> The organisation must prepare and implement a plan outlining how employees and workers will deal with incoming calls in Welsh.	<b>Evidence/Comment</b> Guidance and awareness raising will be required, but can form an action under the existing Equalities and Welsh language Objectives and Action Plan 2012-2016 (action 6.5). The guidance can be placed on the Equalities and Welsh Language intranet Portal.	
<b>[13]</b> The organisation must provide a switchboard that will deal with incoming calls in Welsh.	<b>Evidence/Comment</b> Current policy under the existing Scheme as <b>[9]</b> above.	

<b>Proposed standards for telephone calls</b>		
<b>c) Referring incoming calls to staff members</b>		
<b>[14]</b> The organisation must prepare and implement a plan outlining how the switchboard and other employees and workers will refer callers that wish to receive a Welsh language service, ensuring that the Welsh language is treated no less favourably than the English language.	<b>Evidence/Comment</b> Guidance and awareness raising will be required, but can form an action under the existing Equalities and Welsh language Objectives and Action Plan 2012-2016 (action 6.5). The guidance can be placed on the Equalities and Welsh Language intranet Portal.	
<b>[15]</b> The organisation must provide a switchboard that will deal with incoming calls in Welsh.	<b>Evidence/Comment</b> Current policy under the existing Scheme as <b>[9]</b> above.	

**Proposed standards for telephone calls**

**ch) General standards relating to incoming calls**

**[16]** The organisation must state that persons are able to use Welsh when contacting the organisation by telephone. This wording must be displayed on:

- the website homepage
- correspondence and forms
- signage in reception areas
- official notices and publications that invite persons to contact the organisation by telephone.

**Evidence/Comment**

See **[8]** previously.



**Proposed standards for telephone calls**

**d) Outgoing calls**

**[17]** Phone calls to persons must be conducted in Welsh where the language preference of the person has been recorded to show that they wish to receive services in Welsh.

**Evidence/Comment**

This is current practice in CCBC under the existing Welsh Language Scheme 2012 ([www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities))



**Proposed standards for telephone calls**

**dd) Automated response to telephone calls**

**[18]** The organisation's automated telephone response systems must provide the complete service in Welsh.

**Evidence/Comment**

This is current policy in CCBC under the existing Welsh Language Scheme 2012 however with so many offices and buildings around the county borough it is unclear whether this is put into practice for all automated telephone response systems. "Press button" technology is also easier to implement in Welsh than "speech-to-text" systems and so the scope of the standard needs to be clarified.



19. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

- Yes** - draft standards 9, 10, 12, 13, 15, 16, 17, 2, 3, 5, 6, 7, 8  
**Partial** - draft standards 11, 14, 18

If 'No', please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

Partial - as noted for **Evidence/Comment** for draft Standards 11, 14, 18

### Activity 3: Help-lines and call-centres

20. Does the organization carry out the activity in question?




Yes [ X ]




21. Does the organization carry out the activity in question in Welsh?


Yes [ X ] (Partially)

### Proposed standards for help-lines and call-centres [19-25]

22. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

<b>Proposed standards for helplines and call centres</b>		
<b>a) Hours of service</b>		
<b>[19]</b> Incoming calls to helplines and call centres must be dealt with in Welsh when the service is open.	<b>Evidence/Comment</b> Current policy under the existing Scheme as [9] above.	
<b>[20]</b> The organisation must prepare and implement a plan outlining how helplines and call centres provide a Welsh-language service.	<b>Evidence/Comment</b> Guidance and awareness raising will be required, but can form an action under the existing Equalities and Welsh language Objectives and Action Plan 2012-2016 (action 6.5). The guidance can be placed on the Equalities and Welsh Language intranet Portal.	
<b>[21]</b> Helplines and call centres must ensure that the first message persons hear on contacting the helpline or call centre is a message in Welsh explaining the hours that the Welsh-language service is operational.	<b>Evidence/Comment</b> Implementation would depend on how well previous standards are being achieved. This would require additional resources.	

<b>Proposed standards for helplines and call centres</b>		
<b>b) General standards relating to helplines and call centres</b>		
<b>[22]</b> References to Welsh-language helplines or call centre services must be included wherever the organisation advertises its helplines or call centre services.	<b>Evidence/Comment</b> If brought in, and taking [19], [20] and [21] into account, this reflects current practice and so would be a standard that would be easy to achieve and implement.	
<b>[23]</b> The Welsh-language service must share the same number as the English-language service.	<b>Evidence/Comment</b> This reflects current practice and so would be a reasonable standard that would be easy to achieve and implement.	
<b>[24]</b> The Welsh-language service must have the same performance indicators as the equivalent English-language service.	<b>Evidence/Comment</b> This reflects current practice.	

<b>Proposed standards for helplines and call centres</b>		
<b>c) Automated response to telephone calls</b>		
<b>[25]</b> The organisation's automated telephone response systems must provide a complete service in Welsh.	<b>Evidence/Comment</b> Though current policy under the existing Welsh Language Scheme 2012, with so many offices and buildings around the county borough it is unclear whether this is put into practice for all automated telephone response systems as it could encompass voicemails on all individual phones for example, which would be impossible to monitor.	

23. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

- Yes** - draft standards 19, 20, 22, 23, 24  
**Partial** - draft standard 25  
**No** - draft standard 21

If 'No', please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

As noted for **Evidence/Comment** for draft Standards 21, 25

#### Activity 4: Personal meetings

24. Does the organization carry out the activity in question?




Yes [ X ]

25. Does the organization carry out the activity in question in Welsh?

Yes [ X ] (Partially)


#### Proposed standards for personal meetings [26-29]

26. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards for personal meetings		
a) Standards relevant to meetings		
<p><b>[26]</b> The organisation must make it clear that it welcomes the use of Welsh in meetings. This wording must be displayed on:</p> <ul style="list-style-type: none"> <li>• website homepage</li> <li>• correspondence and forms</li> <li>• signage in reception areas</li> <li>• invites and publicity materials for meetings.</li> </ul>	<p><b>Evidence/Comment</b> As with <b>[8]</b> and <b>[16]</b> previously, this is current practice - the Council's guidance on speaking at Planning meetings for example has noted this language choice for many years, as had the general Equalities guidance for arranging meetings and events. Some further work would be required to ensure it appears everywhere listed in the draft standard opposite, but that can form part of a future action plan.</p>	
<p><b>[27]</b> Where the person has indicated that they want a personal meeting in Welsh, the organisation must conduct that meeting in Welsh.</p>	<p><b>Evidence/Comment</b> Given the linguistic nature of the Council workforce it would be impossible to <b>guarantee</b> a Welsh speaking member (or members) of staff from the relevant department. (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> - current staff data shown on the Linguistic Skills page), With the training programme already in place, improved workforce profile data and national drivers such as Iaith Fyw, Iaith Byw, Mwy Na Geiriau/More Than Just Words and Education and Youth Work requirements.</p>	
<p><b>[28]</b> Where the person has indicated that they want a personal meeting in Welsh, the organisation must arrange simultaneous translation from English to Welsh and Welsh to English.</p>	<p><b>Evidence/Comment</b> This is current practice under the existing Welsh Language Scheme 2012, though in practice, the simultaneous translation is only done from Welsh to English for the benefit on non-Welsh speakers.</p>	

**Proposed standards for personal meetings**

**a) Standards relevant to meetings (contd.)**

<p><b>[29]</b> Where the person has indicated that they want a personal meeting in Welsh, the organisation must arrange consecutive translation from English to Welsh and Welsh to English.</p>	<p><b>Evidence/Comment</b> Current practice in certain circumstances, though not an ideal option and offered only due to specific requirements and types of meeting.</p>	
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27. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

**Partial [ X ]** - in general Yes though please note Amber score for Standard 27 and the related comments.



### Activity 5: Public meetings

28. Does the organization carry out the activity in question?

Yes [ X ]

29. Does the organization carry out the activity in question in Welsh?

Yes [ X ] (Partially)


### Proposed standards for public meetings [30-38]

30. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

<b>Proposed standards for public meetings</b>		
<b>a) Meetings to which specific persons are invited</b>		
<b>[30]</b> Invitations to attend public meetings, where persons will have an opportunity to contribute to the meeting, must ask if they wish to use Welsh.	<b>Evidence/Comment</b> This is partial current practice - the Council's guidance on speaking at Planning meetings for example has noted this language choice for many years, as had the general Equalities guidance for arranging meetings and events. Some further guidance would be required to ensure it appears everywhere listed in the draft standard opposite, but that can form part of a future action plan.	●
<b>[31]</b> Any persons who will contribute to the meeting must be asked if they wish to use Welsh.	<b>Evidence/Comment</b> As above.	●
<b>[32]</b> Simultaneous translation must be provided at meetings where the persons that wish to use Welsh will attend.	<b>Evidence/Comment</b> This reflects current practice.	●




**Proposed standards for public meetings**



**a) Meetings to which specific persons are invited (contd.)**

<p><b>[33]</b> Simultaneous translation must be provided at meetings if any of the following conditions are met:</p> <ul style="list-style-type: none"> <li>• more than five persons have indicated that they wish to use Welsh</li> <li>• more than five per cent of persons proposing to attend have indicated that they wish to use Welsh</li> <li>• Welsh will be used by any person making a presentation, or giving a speech, at the meeting, or chairing or hosting the meeting.</li> </ul>	<p><b>Evidence/Comment</b> Our answer here must be split into 2 parts.</p> <p>The first two conditions are too specific and as such would be impractical to implement - for example more than five people may indicate they wish to speak Welsh but some or all may eventually not turn up. Use of percentages is also only relevant to very large meetings where dozens if not hundreds of people are likely to attend.</p> <p>We would consider a more generic standard to be more appropriate whilst keeping the final condition as a reasonable one.</p>	
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**Proposed standards for public meetings**

**b) Meetings which are open to persons**

<p><b>[34]</b> All meeting publicity published by the organisation must make it clear that the use of Welsh will be welcomed and facilitated.</p>	<p><b>Evidence/Comment</b> This reflects current practice and so would be a reasonable standard that would be easy to achieve and implement.</p>	
<p><b>[35]</b> Any persons who will be asked beforehand to contribute to the meeting, must be asked if they wish to address the meeting in Welsh.</p>	<p><b>Evidence/Comment</b> Not current practice but similar to much of what is done at present and is a reasonable standard that would be easy to achieve and implement.</p>	
<p><b>[36]</b> Simultaneous translation must be provided at the meeting.</p>	<p><b>Evidence/Comment</b> This reflects current practice, on request.</p>	

<b>Proposed standards for public meetings</b>		
<b>c) General issues relating to public meetings</b>		
<p><b>[37]</b> Any invitations to attend public meetings must be issued in Welsh.</p>	<p><b>Evidence/Comment</b> This reflects current bilingual practice and so would be a reasonable standard that would be easy to achieve and implement.</p>	
<p><b>[38]</b> Any text displayed by the organisation at the meeting must be displayed in Welsh.</p>	<p><b>Evidence/Comment</b> Not current practice for all meetings and all text. There would certainly be resource implications for providing “any” text displayed at public meetings and the wording needs to be clarified that it is only the organisation’s own text that is covered, as local authorities work in partnership with many others at various meetings.</p>	

31. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

- Yes** - draft standards 30, 31, 32, 34, 35, 36, 37  
**No** - draft standards 33 and 38

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

As noted for **Evidence/Comment** for draft Standards 33 and 38

**Activity 6: Publicity and advertising**

32. Does the organization carry out the activity in question?


Yes [ X ]

33. Does the organization carry out the activity in question in Welsh?

Yes [ X ]

**Proposed standards for publicity and advertising [41]**

34. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

<b>Proposed standard for publicity and advertising</b>		
<b>[41]</b> Any publicity or advertising material must be in Welsh. The Welsh version must be treated no less favourably than the English version.	<b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 ( <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> )	

35. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [ X ]

**Activity 7: Public exhibitions**

36. Does the organization carry out the activity in question?


Yes [ X ]

37. Does the organization carry out the activity in question in Welsh?

Yes [ X ]

**Proposed standards for public exhibitions [42]**

38. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

<b>Proposed standard for public exhibitions</b>		
<b>[42]</b> Any exhibition material must be displayed in Welsh. The Welsh version must be no less prominent or accessible than the English version, and treated no less favourably than the English version.	<b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 ( <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> )	

39. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [ X ]

## Activity 8: Publications

40. Does the organization carry out the activity in question?



Yes [ X ]


41. Does the organization carry out the activity in question in Welsh?

Yes [ X ] (Partially)

### Proposed standards for publications [43-45]

42. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards for publications		
<p><b>[43]</b> All publications produced by the organisation from the categories below must be made available in Welsh:</p> <ul style="list-style-type: none"> <li>• cabinet papers</li> <li>• agendas, minutes and other papers, for meetings, conferences or seminars which are open to persons</li> <li>• licences</li> <li>• certificates</li> <li>• bills (e.g. council tax)</li> <li>• brochures</li> <li>• leaflets</li> <li>• pamphlets</li> <li>• documents to be distributed to, or at, schools</li> <li>• policies</li> <li>• strategies</li> <li>• plans</li> <li>• press releases.</li> </ul>	<p><b>Evidence/Comment</b></p> <p>This is for the most part current practice in CCBC under the existing Welsh Language Scheme 2012 (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> - see the Editorial Policy 2012 on the Guidance page) and would be green, but is shown in red however due to the first two bullet points, which are not currently translated as a matter of course.</p> <p>There will be a significant translation resource implication to implement these bullet points of the draft standard. The other bullet points are often annual updates to existing bilingual documents so require minimal work, but the first two bullet points are large documents and usually contain entirely new text.</p>	
<p><b>[44]</b> If the publication is outside the scope of the above list, the organisation must apply the following criteria in assessing whether a Welsh version of the publication is required.</p> <ul style="list-style-type: none"> <li>• Does the subject mean that a Welsh publication is required?</li> <li>• Does the anticipated audience, and their expectations, mean that a Welsh publication is required?</li> </ul>	<p><b>Evidence/Comment</b></p> <p>Though partially reflecting current practice, Caerphilly CBC has always avoided a criteria-based assessment for translations, as this requires a great deal of time and effort to assess individual documents.</p> <p>We therefore do not support the standard as worded, but would continue to implement a more simplified and straightforward list-approach, such as in our existing 'Editorial Policy 2012' and complying with standard would only require an update to that guidance document.</p>	

<p><b>[45]</b> The Welsh publication must be treated no less favourably than the English with regards to font, format, colour, size, legibility and prominence.</p>	<p><b>Evidence/Comment</b>  This is current practice in CCBC under guidance issued under the existing Welsh Language Scheme 2012 - please see the 'Guidance on Equalities in Designing and Printing' document - <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> on the Guidance page.</p>	
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43. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

- Yes** - draft standard 45
- Partial** - draft standard 44
- No** - draft standard 43

If 'No', please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

Partial - as noted for **Evidence/Comment** for draft Standards 43 and 44.

## Activity 9: Forms

44. Does the organization carry out the activity in question?

Yes [ X ]

45. Does the organization carry out the activity in question in Welsh?


Yes [ X ]

### Proposed standards for forms [46-49]

46. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards for forms		
<p><b>[46]</b> Any form published applicable to the following categories must be made available in Welsh:</p> <ul style="list-style-type: none"> <li>• make a payment</li> <li>• submit an application or an order</li> <li>• inform the organisation</li> <li>• submit a complaint or a point of view to the organisation</li> <li>• register for access to a service.</li> </ul>	<p><b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p>	●
<p><b>[47]</b> If the form is outside the scope of the above list, the organisation must apply the following criteria in assessing whether a Welsh version of the form is required.</p> <ul style="list-style-type: none"> <li>• Does the subject mean that a Welsh form is required?</li> <li>• Does the anticipated audience, and their expectations, mean that a Welsh form is required?</li> </ul>	<p><b>Evidence/Comment</b> See [44] above.</p>	●
<p><b>[48]</b> The Welsh version must be treated no less favourably than the English version with regards to timing of publication, deadline of submitting the form, time of response if necessary, font, format, colour, size, and legibility.</p>	<p><b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 and the 'Guidance on Equalities in Designing and Printing' (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p>	●



<p><b>[49]</b> When information is pre-entered by an organisation on a Welsh language version of a form that is sent by post or e-mail to a person, the information must be entered in Welsh.</p>	<p><b>Evidence/Comment</b>  Technically covered in CCBC by current policy under the existing Scheme, but though letters by post that are manually created would be straightforward for example, full implementation would depend on the capacity of various IT systems across service areas to be able to operate bilingually in this way.</p> <p>Based on practical experience since the first Welsh Language Schemes were introduced, due to many national systems being based on those in England, or purchased from companies who do not appreciate the bilingual context, this could be impossible to achieve without significant investment at a Welsh national level to harmonise certain systems across organisations.</p>	
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47. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

- Yes** - draft standards 46,47,48
- No** - draft standard 49

If 'No', please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

As noted for **Evidence/Comment** for draft Standard 49.

## Activity 10: Websites and online services

48. Does the organization carry out the activity in question?



Yes [ X ] (Partially)

49. Does the organization carry out the activity in question in Welsh?

Yes [ X ] (Partially)


### Proposed standards for websites and online services [50-52]

50. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards for websites and online services		
a) Websites		
<p><b>[50]</b> All web pages must be made available in Welsh and the Welsh language must be treated no less favourably than English with regards to the font, format, colour, size, legibility and prominence.</p>	<p><b>Evidence/Comment</b>                      This is current policy under the existing Welsh Language Scheme 2012 though as has been noted in recent Annual Monitoring and Improvement Reports, feedback from the Welsh Language Commissioner and the WAO, this is an area we have struggled with in practice due to capacity and resource issues.</p> <p>A website analysis was undertaken in 2013 and in 2014, plans have been embedded in to the development of an updated Caerphilly CBC website that will improve the situation considerably but not <b>guarantee</b> full compliance for a few years.</p>	
<p><b>[51]</b> All new web pages must be made available in Welsh the Welsh language must be treated no less favourably than English with regards to the font, format, colour, size, legibility and prominence.</p>	<p><b>Evidence/Comment</b>                      As above. When new pages are added, they do comply with this requirement, however.</p>	

**Proposed standards for websites and online services**

**b) Standard relating to apps**

<p><b>[52]</b> All apps published by the organisation must function fully in Welsh.</p>	<p><b>Evidence/Comment</b></p> <p>Arguably these could be covered under the current Editorial Policy, though not explicitly named, but would require working with IT and relevant service areas to embed practice.</p> <p>There could be some resource implications but as app development is relatively inexpensive, the resource implications could be minor.</p>	
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51. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [ X ] - though only partially for the reasons noted above.

We would expect that if this standard is introduced, that a reasonable and proportionate timescale is attached to the Council's Compliance notice to reflect the possible resource implications and to allow time for the websites to develop within existing resources.

## Activity 11: Signage

52. Does the organization carry out the activity in question?

Yes [ X ]

53. Does the organization carry out the activity in question in Welsh?



Yes [ X ]

### Proposed standards for signage [53-57]

54. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards for signage		
<p><b>[53]</b> Any new, replacement, or temporary sign erected must contain the information to be conveyed by the sign in Welsh.</p>	<p><b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 and the 'Editorial Policy 2012' (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p>	●
<p><b>[54]</b> Welsh text on signs must be treated no less favourably than the English text with regards to the font, format, colour, size, legibility and prominence.</p>	<p><b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 and the 'Guidance in Equalities in Designing and Printining' document. (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p>	●
<p><b>[55]</b> Where a sign in Welsh is erected in circumstances where there is a sign in English conveying the same information, the Welsh-language sign must be the same size as the English-language sign and the information conveyed in the Welsh-language sign must be presented in the same font and font size as the English-language sign.</p>	<p><b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 and the 'Editorial Policy 2012' (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p> <p>One additional point to note however, is that minor variations in font size on larger signs can often be effective in fitting text into a sign, to help reduce costs based on size and so some variance within reasonable limits should be allowed.</p>	●

**Proposed standards for signage (contd.)**

<p><b>[56]</b> Where a sign contains the Welsh language as well as the English language, the Welsh language text must be positioned so as to be read first.</p>	<p><b>Evidence/Comment</b>                  CCBC has not specified which language comes first since the 2002 version of our Language Scheme.</p> <p>This has allowed us discretion and flexibility in signage design, based on the local language profile and the differences in grammar between Welsh and English, without causing any conflict with nationally prescribed signs from Welsh Government.</p> <p>We therefore do not support any standard that would enforce either language above the other.</p>	
<p><b>[57]</b> All reasonable steps must be taken by the organisation to ensure that Welsh text on signs are treated no less favourably than the English text with regards to the accuracy of the information, linguistic accuracy and terminological consistency.</p>	<p><b>Evidence/Comment</b>                  This is current practice in CCBC as draft designs of signage are sent to the Equalities and Welsh Language Team's Welsh translation inbox <a href="mailto:cymraeg@caerffili.gov.uk">cymraeg@caerffili.gov.uk</a> for proof-reading and checking.</p>	

55. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

- Yes** - draft standards 23, 54, 55, 57
- No** - draft standard 56

If 'No', please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

As noted for **Evidence/Comment** for draft Standard 56.

## Activity 12: Reception of visitors

56. Does the organization carry out the activity in question?





Yes [ X ]


57. Does the organization carry out the activity in question in Welsh?

Yes [ X ]

### Proposed standards for reception of visitors [58-62]

58. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

<b>Proposed standard for the reception of visitors</b>		
<p><b>[58]</b> The organisation's reception area must be able to offer a service in Welsh at all times.</p>	<p><b>Evidence/Comment</b> The Council has a large number of reception areas due to the nature of its functions and services (main offices, libraries, leisure centres etc.). Some main receptions currently offer a Welsh language services at certain times, but to fully implement this draft standard would have significant resource implications.</p>	
<p><b>[59]</b> The organisation must ascertain the language preference of persons when arranging a visit or appointment which involves attending a reception area.</p>	<p><b>Evidence/Comment</b> Current policy under the existing Welsh Language Scheme and Linguistic Skills Strategy, but would require further work with Customer Services to raise awareness and ensure full compliance.</p>	
<p><b>[60]</b> The organisation's reception area must deal with a person in Welsh if they have made a prior arrangement to attend and have indicated that they would wish to receive a Welsh-language service.</p>	<p><b>Evidence/Comment</b> This would follow on logically from the above.</p>	
<p><b>[61]</b> The organisation's reception area must provide a telephone line allowing persons to receive a Welsh-language service.</p>	<p><b>Evidence/Comment</b> Current policy under the existing Scheme however calls are usually diverted to the Equalities and Welsh Language team as the Language Services Team directory has not progressed. From the customer's perspective however, the service would be delivered in Welsh, though not directly with a relevant department.</p>	

<p><b>[62]</b> The organisation must provide an employee or worker to attend the reception area when a person attends and wishes to receive a Welsh-language service.</p>	<p><b>Evidence/Comment</b>  Given the linguistic nature of the Council workforce (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> - current staff data shown on the Linguistic Skills page), it would be impossible to <b>guarantee</b> a Welsh speaking member of staff from relevant department.</p> <p>Current practice is that a call is made to the Equalities and Welsh Language team for assistance, but this is not always practical.</p> <p>Full compliance would require a great deal of work with HR and Customer Services to achieve over a number of years.</p>	
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**59.** Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

- Yes** - draft standards 59, 60, 61  
**No** - draft standards 58, 62

If 'No', please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

As noted for **Evidence/Comment** for draft Standards 58 and 62.

### Activity 13: Official notices

60. Does the organization carry out the activity in question?




Yes [ X ]

61. Does the organization carry out the activity in question in Welsh?

Yes [ X ]

### Proposed standards for official notices [63-65]

62. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards for official notices		
<b>[63]</b> An official notice must be published in Welsh, and must be treated no less favourably than the English with regards to font, format, colour, size, legibility and prominence.	<b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012, the 'Editorial Policy 2012' and the 'Guidance on Equalities in Designing and Printing' document ( <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> )	
<b>[64]</b> Where an official notice contains the Welsh language as well as the English language, the Welsh-language text must be positioned so as to be read first.	<b>Evidence/Comment</b> As per [56] previously, however normal bilingual practice is that the languages are placed side by side, with the English on the left.	
<b>[65]</b> Where an official notice in Welsh is published or displayed in circumstances where there is an official notice in English conveying the same information, the Welsh must be treated no less favourably than the English with regards to font, format, colour, size, legibility and prominence.	<b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012, the 'Editorial Policy 2012' and the 'Guidance on Equalities in Designing and Printing' document ( <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> )	

63. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [ X ] - in general though please note Amber score for Standard 64 and the related comments.



#### Activity 14: Awarding grants

64. Does the organization carry out the activity in question?

Yes [ X ]

65. Does the organization carry out the activity in question in Welsh?

Yes [ X ]

#### Proposed standards for awarding grants [66-69]

66. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards for awarding grants		
<b>[66]</b> Application forms and associated explanatory material must be published in Welsh.	<b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 (Section 2.5) and the 'Editorial Policy 2012'. ( <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> )	●
<b>[67]</b> Persons must be able to apply for grant support in Welsh.	<b>Evidence/Comment</b> As above.	●
<b>[68]</b> Applications for grants in Welsh must be treated no less favourably than applications made in English with regards to a deadline for receiving applications, and the timing of receiving a decision on the application.	<b>Evidence/Comment</b> As above.	●
<b>[69]</b> Applications for grants in Welsh must receive a decision regarding the grant application in Welsh.	<b>Evidence/Comment</b> As above.	●

67. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [ X ]

### Activity 15: Awarding contracts

68. Does the organization carry out the activity in question?

Yes [ X ]

69. Does the organization carry out the activity in question in Welsh?

Yes [ X ]

### Proposed standards for awarding contracts [70-73]

70. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards for awarding contracts		
<b>[70]</b> Invitations to tender must be published in Welsh.	<b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 (Section 2.4 and associated documents as evidenced in previous Annual Monitoring and Improvement Reports). ( <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> )	●
<b>[71]</b> Tenderers must be able to submit tenders in Welsh.	<b>Evidence/Comment</b> As above	●
<b>[72]</b> Tenderers that submit tenders for contracts in Welsh must be treated no less favourably than applications made in English with regards to a deadline for receiving tenders, and the timing of receiving a decision on the tender.	<b>Evidence/Comment</b> As above	●
<b>[73]</b> Tenderers for contracts in Welsh must receive a decision regarding the tender application in Welsh.	<b>Evidence/Comment</b> As above	●

71. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [ X ]

## Activity 16: Raising awareness of Welsh language services that are available

72. Does the organization carry out the activity in question?

Yes [ X ]


73. Does the organization carry out the activity in question in Welsh?

Yes [ X ]

### Proposed standards for raising awareness of Welsh language services that are available [74-77]

74. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

<b>Proposed standards for raising awareness of Welsh-language services that are available</b>		
<p><b>[74]</b> The organisation must state the Welsh-language services that they make available by means of:</p> <ul style="list-style-type: none"> <li>• the website homepage</li> <li>• a link from the homepage to the dedicated webpage</li> <li>• a dedicated leaflet to be made available in the organisation's publically-accessible buildings</li> <li>• a poster to be displayed in the organisation's buildings accessible to persons</li> <li>• a notice to be published in newspapers or newsletters published by the organisation that is made available to the public.</li> </ul>	<p><b>Evidence/Comment</b> Though not specifically done at present in the way the draft standard has been set out, it is currently done in a generic way and would therefore not be difficult to implement and would require minimal resources to put in place.</p>	●
<p><b>[75]</b> The standards that must be complied with must be published on the organisation's website and made available for inspection at any of the organisation's offices which are open to persons.</p>	<p><b>Evidence/Comment</b> As above.</p>	●
<p><b>[76]</b> The organisation must make it clear to persons:</p> <ul style="list-style-type: none"> <li>• in reception areas</li> <li>• in correspondence on forms</li> <li>• and when contacting a service user by telephone</li> </ul> <p>that a particular service they require can be delivered in Welsh.</p>	<p><b>Evidence/Comment</b> As above.</p>	●

<p><b>[77]</b> The organisation must ask persons if they wish to be:</p> <ul style="list-style-type: none"> <li>• greeted in reception areas</li> <li>• receive correspondence</li> <li>• receive forms</li> <li>• contacted by telephone in Welsh</li> </ul>	<p><b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012.</p>	
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75. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [ X ]

## Additional service delivery standards to those listed in Schedule 9

### Activity 17: Public events

76. Does the organization carry out the activity in question?



Yes [ X ]

77. Does the organization carry out the activity in question in Welsh?

Yes [ X ]

### Proposed standards for public events [39-40]

78. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards for public events		
<p><b>[39]</b> The organisation must treat Welsh no less favourably than English in relation to publicity, signage and audio announcements for public events arranged by it.</p>	<p><b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 and the 'Editorial Policy 2012'. (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p>	
<p><b>[40]</b> The organisation must treat Welsh no less favourably than English in information and assistance they provide for persons at a public event, whether verbally or in writing.</p>	<p><b>Evidence/Comment</b> Current practice for information and assistance in writing, the verbal side of this draft standard cannot be guaranteed due to the workforce profile and would therefore have resource implications in order to implement consistently at all events run by the Council.</p>	

Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

**Yes** - draft standard 39

**Partial** - draft standard 40

As noted for **Evidence/Comment** for draft Standard 40

**Activity 18: Corporate identity and branding**

80. Does the organization carry out the activity in question?


Yes [ X ]

81. Does the organization carry out the activity in question in Welsh?

Yes [ X ]

**Proposed standards for corporate identity and branding [78]**

82. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

<b>Proposed standard for corporate identity and branding</b>		
<b>[78]</b> The organisation's corporate identity and/or brand must treat the Welsh language no less favourably than the English.	<b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 (Section 2.5) and the 'Editorial Policy 2012' - ( <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> )	

83. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

Yes [ X ]

## Activity 19: Courses

84. Does the organization carry out the activity in question?




Yes [ X ]

85. Does the organization carry out the activity in question in Welsh?

Yes [ X ]

### Proposed standards for courses [79-81]

86. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards for courses		
<p><b>[79]</b> All education or training courses must be offered in Welsh.</p>	<p><b>Evidence/Comment</b> Not current practice, but should the Council proceed with becoming part of the All Wales Academy for Local Government with the WLGA and other councils (that is hoped will be funded by an ESF bid via WEFO), the bilingual e-learning platform would allow the Council at least in part, to comply with this draft standard.</p>	
<p><b>[80]</b> Education or training courses must be offered in Welsh if they are aimed specifically at persons aged 18 or under.</p>	<p><b>Evidence/Comment</b> Arguably this is being partially implemented already through Welsh medium Education and Youth Service provision, but there could be significant cost and resource implications in fully implementing this draft standard.</p>	
<p><b>[81]</b> When an education or training course is arranged by an organisation, they must assess the need to provide it in Welsh.</p>	<p><b>Evidence/Comment</b> This is current practice in CCBC therefore this standard would be easy to implement.</p>	

87. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

**Partial** - draft standards 79, 80  
**Yes** - draft standard 81

As noted for **Evidence/Comment** for draft Standards 79 and 80.

## Activity 20: Public address systems

88. Does the organization carry out the activity in question?



Yes [ X ]

89. Does the organization carry out the activity in question in Welsh?

Yes [ X ]

### Proposed standards for public address systems [82-83]

90. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards for public address systems		
[82] Any audible messages must be made in Welsh.	<b>Evidence/Comment</b> This is current bilingual practice in CCBC under the existing Welsh Language Scheme 2012 (Section 2.5) and the 'Editorial Policy 2012'. ( <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> )	
[83] Any audible messages must be made in Welsh first.	<b>Evidence/Comment</b> Due to the linguistic nature of the area, though not impossible to implement, standard bilingual practice (as with signage) is that English would come first, unless the PA system was for a Welsh language event. We would suggest that [82] above be amended to read "Any audible messages must be fully bilingual."	

91. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

**Yes** - draft standard 82

**No** - draft standard 83

As noted for **Evidence/Comment** for draft Standard 83.



**Activity 21: Databases**

92. Does the organization carry out the activity in question?



Yes [ X ]

93. Does the organization carry out the activity in question in Welsh?

Yes [ X ]

**Proposed standards relating to databases [84-85]**

94. If the organization carries out the activity in question in Welsh, please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard(s), if those standards were to be made specifically applicable to them.

Proposed standards relating to a database		
<p><b>[84]</b> The organisation must ascertain the language preference of persons that wish to use service delivery activities.</p>	<p><b>Evidence/Comment</b>                      Partial - this is current policy in CCBC under the existing Welsh Language Scheme 2012 but has only been successfully implemented in smaller databases not corporately (see <b>[49]</b> previously as full implementation of <b>[84]</b> and <b>[85]</b> suffer from the same issues though to a lesser degree).</p>	
<p><b>[85]</b> The organisation must create and maintain a database of persons that are known to the organisation to wish to use service delivery activities in Welsh.</p>	<p><b>Evidence/Comment</b>                      As above</p>	

95. Do you consider that making the proposed standards relating to this activity specifically applicable to your organization would be reasonable and proportionate?

**Partial** - draft standards 84, 85

As noted for **Evidence/Comment** for Standards 84 and 85.

96. Are there any other services delivery activities provided by the organization which have not been previously noted within the questionnaire?

No [ X ]

### Section 3 – Policy making standards [86-94]

97. Please provide information and/or evidence demonstrating to what extent the organization assesses and monitors the effects of those policy decisions, whether positive or adverse, on:

- a) opportunities for other persons to use the Welsh language
- b) treating the Welsh language no less favourably than the English language.

As noted in the last two years' Annual Monitoring and Improvement Reports, since February 2012 all council reports have a section entitled Equalities Implications (that includes Welsh language issues due to the Council's integrated approach) and around 300 reports have been assessed for any implications.

Evidence was provided during 2013 on one example of a self-evaluation process and awards system for childcare settings throughout the county borough that was being developed, where following proper consultation and assessment, had Welsh language issues mainstreamed into the Bronze, Silver and Gold evaluation criteria.

98. Having considered the requirements of standards numbered 89-91, does the organization consult on any policy decisions?

Yes [ X ]





99. Please provide information and/or evidence to demonstrate to what extent the organization discusses and asks for opinions on the effect, whether positive or adverse, a policy would have on the following:



- a) opportunities for other persons to use the Welsh language
- b) treating the Welsh language no less favourably than the English language.

The full list of policies assessed or contributed to can be found at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities) on the Assessing the Services pages. Also online, at the same site but on the Guidance pages, are two relevant practice documents.

One is the Equalities Implications in Committee Reports document, and the other is staff guidance on proper Equalities Consultation and Monitoring, with a section on Welsh Language issues specifically, a monitoring form example that includes Welsh language ability and a list of organisations that can provide further help and guidance, that also includes a section on Welsh Language organisations.




One practical example is the Youth forum, who, when undertaking consultation events, works with Menter Iaith Caerffili to provide Welsh-medium facilitators to enable children and young people from the Welsh-medium schools to participate in the workshops and discussions in Welsh.

<b>Proposed standard relating to considering the effects of a policy on the Welsh language</b>		
<p><b>[86]</b> An organisation making a policy decision must assess what effect, if any, whether positive or adverse, a policy decision would have on the opportunities for persons to use the Welsh language, or treating the Welsh language no less favourably than the English language.</p>	<p><b>Evidence/Comment</b>  This set of standards (standard 86 - 91) matches similar requirements under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and so is current practice in CCBC since February 2012 under the Council's Welsh Language and Equalities policies; please see the 'Equalities Implications in Committee Reports' guidance document and the list of assessed policies that are online at <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>.</p>	
<p><b>[87]</b> An organisation making a policy decision must assess how the policy decision could be made so that the decision has positive effects, or increased positive effects on the opportunities for persons to use the Welsh language, or treating the Welsh language no less favourably than the English language.</p>	<p><b>Evidence/Comment</b>  As above.</p>	
<p><b>[88]</b> An organisation making a policy decision must assess how the policy decision could be made so that the decision does not have adverse, or has decreased adverse effects on the opportunities for persons to use the Welsh language, or treating the Welsh language no less favourably than the English language.</p>	<p><b>Evidence/Comment</b>  As above.</p>	
<p><b>[89]</b> Consultation documents about a policy decision must discuss, and seek views on, the effects that the policy under consideration would have on opportunities for persons to use the Welsh language, or treating the Welsh language no less favourably than the English language.</p>	<p><b>Evidence/Comment</b>  This is current practice in CCBC since 2012 when the Council's Public Engagement Strategy was launched. It contains a link to the 'Equalities Consultation and Monitoring Guidance' document that covers Welsh language considerations in 3 ways, and is online at <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>.</p>	

<p><b>[90]</b> Consultation documents about a policy decision must discuss, and seek views on, whether the policy under consideration could be made so that it has positive effects, or increased positive effects, on opportunities for persons to use the Welsh language, or treating the Welsh language no less favourably than the English language.</p>	<p><b>Evidence/Comment</b> As above.</p>	
<p><b>[91]</b> Consultation documents about a policy decision must discuss, and seek views on, how the policy under consideration could be made so that it does not have adverse effects, or has decreased adverse effects, on opportunities for persons to use the Welsh language, or treating the Welsh language no less favourably than the English language.</p>	<p><b>Evidence/Comment</b> As above.</p>	

**100.** Please provide information and/or evidence to demonstrate to what extent the organization assesses the effect, whether positive or adverse, that awarding a grant would have on:

- a) opportunities for other persons to use the Welsh language
- b) treating the Welsh language no less favourably than the English language.

<b>Proposed standard relating to considering the effects of a policy on the Welsh language (contd.)</b>		
<p><b>[92]</b> The organisation must assess what effects the awarding of a grant would have on opportunities for persons to use the Welsh language, or treating the Welsh language no less favourably than the English language.</p>	<p><b>Evidence/Comment</b>            This is current practice in CCBC under the existing Welsh Language Scheme 2012.  <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a></p>	
<p><b>[93]</b> The organisation must assess how the awarding of a grant would have positive effects, or increased positive effects, on the opportunities to use the Welsh language, or treating the Welsh language no less favourably than the English language.</p>	<p><b>Evidence/Comment</b>            This is current practice in CCBC under the existing Welsh Language Scheme 2012.  <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a></p>	
<p><b>[94]</b> The organisation must assess how the awarding of a grant would have adverse effects, or has decreased adverse effects, on opportunities for persons to use the Welsh language, or treating the Welsh language no less favourably than the English language.</p>	<p><b>Evidence/Comment</b>            This is current practice in CCBC under the existing Welsh Language Scheme 2012.  <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a></p>	

**101.** Do you consider that making the proposed policy making standards specifically applicable to your organization would be reasonable and proportionate?

Yes [  ]


## Section 4 – Operational standards [95-120]

### Proposed standards for the use of the Welsh language in internal administration [95-100]

102. Does the organization provide the following documents in Welsh if required by the employee or worker?

- I. contract of employment  
**Yes [ X ]**
- II. a worker's contract for services  
**Yes [ X ]**
- III. documents produced by the organization setting out an employee's or worker's job description and/or job objectives  
**Yes [ X ]**
- IV. documents outlining an employee's training requirements  
**Yes [ X ]**
- V. documents outlining an employee's performance objectives for any given period  
**Yes [ X ]**
- VI. documents setting out or recording an employee's career plan  
**Yes [ X ]**
- VII. documents relating to leave policies and application forms for leave  
**Yes [ X ]**
- VIII. documents in relation to a grievance procedure brought by, or in relation to, an employee  
**Yes [ X ]**
- IX. documents in relation to a disciplinary procedure brought against an employee or in relation to which the employee is providing evidence  
**Yes [ X ]**

**103.** Please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard [95], if that standard was to be made specifically applicable to them.

<b>Proposed standards regarding the use of Welsh in internal administration</b>		
<p><b>[95]</b> The following documents must be provided in Welsh if required by the employee or worker, and organisations must not treat the Welsh language less favourably than English. Documents include contracts, forms, and correspondence regarding the below, but do not include supporting evidence that would be considered at disciplinary or grievance procedures:</p> <ul style="list-style-type: none"> <li>• contract of employment</li> <li>• a worker’s contract for services</li> <li>• documents produced by the organisation setting out an employee’s or worker’s job description and/or job objectives</li> <li>• documents outlining an employee’s training requirements</li> <li>• documents outlining an employee’s performance objectives for any given period</li> <li>• documents setting out or recording an employee’s career plan</li> <li>• documents relating to leave policies and application forms for leave</li> <li>• documents in relation to a grievance procedure brought by, or in relation to, an employee</li> <li>• documents in relation to a disciplinary procedure brought against an employee or in relation to which the employee is providing evidence.</li> </ul>	<p><b>Evidence/Comment</b></p> <p>This is current practice in CCBC under the existing Welsh Language Scheme 2012 - any internal document that is requested in Welsh by an employee is provided.</p> <p>This has resulted in a stock of standard HR documents being developed but inevitably, a first request for any of the documents listed will require translation time.</p>	


**104.** By ticking the relevant boxes, please specify in which language the organization publishes policies in relation to the following? If the documents are available bilingually, both boxes should be ticked.

- I. conduct of employees and/or workers in the workplace  
**Welsh**  **English**
- II. health and wellbeing  
**Welsh**  **English**
- III. pay and benefits  
**Welsh**  **English**
- IV. performance management  
**Welsh**  **English**
- V. absence from work  
**Welsh**  **English**
- VI. working conditions  
**Welsh**  **English**
- VII. working patterns.  
**Welsh**  **English**

**Please see related evidence regarding Standard 96 overleaf.**



**105.** Please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standard [96], if that standard was to be made specifically applicable to them.

<b>Proposed standards regarding the use of Welsh in internal administration (contd.)</b>		
<p><b>[96]</b> The organisation must publish policies regarding the following in Welsh:</p> <ul style="list-style-type: none"> <li>• conduct of employees and/or workers in the workplace</li> <li>• health and well-being</li> <li>• pay and benefits</li> <li>• performance management</li> <li>• absence from work</li> <li>• working conditions</li> <li>• working patterns.</li> </ul>	<p><b>Evidence/Comment</b> This is current practice with HR policies being translated on a rolling programme basis as they are some of the most often-updated documents due to HR legislation being changed on a regular basis.</p>	

**Proposed standards for ICT and support materials [101-104]**

**106.** Does the organization provide Welsh language spell check and grammar checking systems for employees and workers?

Yes [ **X** ]

**107.** Does the organization provide Welsh language interfaces for software where an interface already exists?





Not at present [ **X** ]

**108.** Does the organization operate an intranet system?





Yes [ **X** ]

**109.** Are intranet pages available in Welsh, including the interface and menus?

No [ **X** ]

<p><b>[97]</b> Where an employee or worker has indicated that they want a meeting in relation to a grievance procedure brought by, or in relation to, them in Welsh, the organisation must conduct that meeting in Welsh.</p>	<p><b>Evidence/Comment</b>  Not current practice for internal meetings. Given the linguistic nature of the Council workforce (see workforce profiles online at <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>), it would be impossible to <i>guarantee</i> a Welsh speaking member (or members) of staff from HR, the Unions etc.</p> <p>There would of course be resource implications for providing simultaneous translation at such internal meetings, but bearing in mind the workforce profile, the instances of this actually occurring would be rare therefore the draft standard would not incur any significant and recurring additional costs.</p>	
<p><b>[98]</b> Where an employee or worker has indicated that they want a meeting in relation to a disciplinary procedure brought against them or in relation to a disciplinary procedure in which they are providing evidence, in Welsh, the organisation must conduct that meeting in Welsh.</p>	<p><b>Evidence/Comment</b>  See response to [97] above.</p>	
<p><b>[99]</b> Where an employee or worker has indicated that they want a meeting in relation to a grievance procedure brought by, or in relation to, them in Welsh, the organisation must offer to provide simultaneous translation from English to Welsh and Welsh to English.</p>	<p><b>Evidence/Comment</b>  See response to [97] above.</p>	
<p><b>[100]</b> Where an employee or worker has indicated that they want a meeting in relation to a disciplinary procedure brought against them or in relation to a disciplinary procedure in which they are providing evidence, in Welsh, the organisation must offer to provide simultaneous translation from English to Welsh and Welsh to English.</p>	<p><b>Evidence/Comment</b>  See response to [97] above.</p>	

**110.** Please provide information and/or evidence to demonstrate to what extent the organization is able to comply with the proposed standards [101-104], if those standards were to be made specifically applicable to them.

<b>Proposed standards regarding ICT and support materials</b>		
<p><b>[101]</b> The organisation must prepare a plan outlining how it will provide employees and workers with resources to facilitate and support the use of Welsh in ICT systems. The plan will include:</p> <ul style="list-style-type: none"> <li>• how it will make available Welsh-language spell checkers and grammar checkers;</li> <li>• how it will make available Welsh-language interfaces for software where such an interface exists.</li> </ul>	<p><b>Evidence/Comment</b>            The first bullet point is current practice and advertised to staff via the Equalities and Welsh Language Intranet Portal (Cysgeir / Geiriadur yr Academi, guidance on use and misuse of online translation systems).</p> <p>The second is not current practice and would require discussions with IT in order for them to build into their action plans, but would not necessarily incur any significant resource costs.</p>	
<p><b>[102]</b> The organisation must provide its intranet pages in Welsh.</p>	<p><b>Evidence/Comment</b>            This is not current practice. Current practice does not prohibit Welsh content on the Intranet (part of the Equalities and Welsh Language Intranet Portal is specifically aimed at Welsh speakers) and the Welsh versions of HR documents etc. could be hosted alongside the English versions, but having a fully bilingual intranet as per this draft standard would require significant time and resources to achieve.</p>	
<p><b>[103]</b> The organisation must provide all new intranet pages in Welsh.</p>	<p><b>Evidence/Comment</b>            As <b>[102]</b> above.</p>	
<p><b>[104]</b> The organisation must provide the interface and menu choices on its intranet pages in Welsh.</p>	<p><b>Evidence/Comment</b>            As <b>[102]</b> above.</p>	


## Proposed standards for Welsh language skills – planning and training the workforce [105-110]






111. Does the organization implement a Welsh language skills strategy?

Yes [ X ]

112. Please provide information and/or evidence demonstrating to what extent the organization carries out the following:

- I. assessing its employees and workers' Welsh language skills
- II. assessing the need for Welsh language skills before advertising a vacant or new post
- III. placing its employees and workers in order to comply with current Welsh language scheme requirements
- IV. enabling its employees and workers to develop Welsh language skills in order for the organization to comply with current Welsh language scheme requirements
- V. provide Welsh medium training in the following areas (recruitment and interviewing, performance management, grievance and disciplinary procedures, induction training, dealing face to face with the public, health and safety)
- VI. provide Welsh medium training on issues concerning the effective use of Welsh in meetings, interviews, grievance and discipline procedures.

Proposed standards regarding Welsh language skills – workforce planning and training		
<p><b>[105]</b> The organisation must prepare a strategy outlining how the organisation will:</p> <ul style="list-style-type: none"> <li>• assess the Welsh language skills of employees and workers for the purpose of complying with standards</li> <li>• assess the need for Welsh language skills before advertising vacant or new posts</li> <li>• deploy employees and workers to comply with standards made applicable to the organisation</li> <li>• enable employees and workers to acquire Welsh language skills for the purpose of the organisation complying with standards</li> <li>• provide training through the medium of Welsh in the following fields: <ul style="list-style-type: none"> <li>– recruitment and interviewing</li> <li>– performance management</li> <li>– grievance and disciplinary procedures</li> <li>– induction training</li> <li>– dealing face to face with the public</li> <li>– health and safety</li> </ul> </li> <li>• provide training through the medium of Welsh on issues concerning the effective use of Welsh in: <ul style="list-style-type: none"> <li>– meetings</li> <li>– interviews</li> <li>– grievance and discipline procedures.</li> </ul> </li> </ul>	<p><b>Evidence/Comment</b></p> <p>Much of this is currently covered by the linguistic skills aspect of Council policy and the integrated 'Equalities and Welsh Language Strategic Equality Objectives and Action Plan 2012-2016' document, and significant progress in many areas has been achieved over the last few years, as evidenced in various Welsh Language Annual Monitoring and Improvement Reports.</p> <p>Implementing this draft standard will require working with HR's Organisational Development teams to ensure that first 4 bullet points are being actioned but in terms of the final two bullet points, we would support the approach around training provision as with <b>[81]</b> previously.</p>	

<p><b>[106]</b> The organisation must provide opportunities for employees and workers to attend Welsh language training during work hours.</p>	<p><b>Evidence/Comment</b> Current practice. Caerphilly CBC has operated a very successful and flexible range of Welsh Language training options to its staff since 2001. Details of this are in shown in both the Welsh Language Annual Monitoring and Improvement report, and the full Equalities and Welsh Language Training Report published after each academic year. <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a></p>	
<p><b>[107]</b> The organisation must provide opportunities for employees and workers who have attended Welsh language training during work hours to attend additional training to develop their Welsh language skills.</p>	<p><b>Evidence/Comment</b> As <b>[106]</b> above.</p>	
<p><b>[108]</b> The organisation must provide training courses to allow employees and/or workers to gain:</p> <ul style="list-style-type: none"> <li>• an understanding of awareness of the Welsh language</li> <li>• an understanding of the requirements on the organisation to operate in accordance with Welsh language standards</li> <li>• an understanding of using Welsh in the workplace.</li> </ul>	<p><b>Evidence/Comment</b> Though not specifically included in current practice, the first bullet point is being addressed at the time of writing this consultation response and the final two points can easily be incorporated into the Equalities and Welsh Language Training programme, therefore this draft standard would be easy to achieve and implement.</p>	
<p><b>[109]</b> The organisation must provide information to raise awareness of the Welsh language to employees and/or workers in all induction courses for new employees and/or workers.</p>	<p><b>Evidence/Comment</b> Current practice as part of the Equalities and Welsh Language training.</p>	
<p><b>[110]</b> The organisation must provide Welsh-speaking employees and/or workers, with a wording to be included in e-mail signatures which will enable others to identify them as Welsh speakers or Welsh learners.</p>	<p><b>Evidence/Comment</b> Not current practice and would require discussions with IT in order for them to build into their action plans, but would not incur any significant resource costs.</p>	

113. Does the organization offer training opportunities in Welsh to its employees and workers?

I. during working hours

Yes [ X ]

II. outside working hours

Yes [ X ]

114. Does the organization offer training courses to its employees and/or workers in the following areas:

I. Welsh language awareness

Yes [ X ] (from 2014)

II. requirements placed on the organization to implement Welsh language scheme

No [ X ]

III. using the Welsh language in the workplace

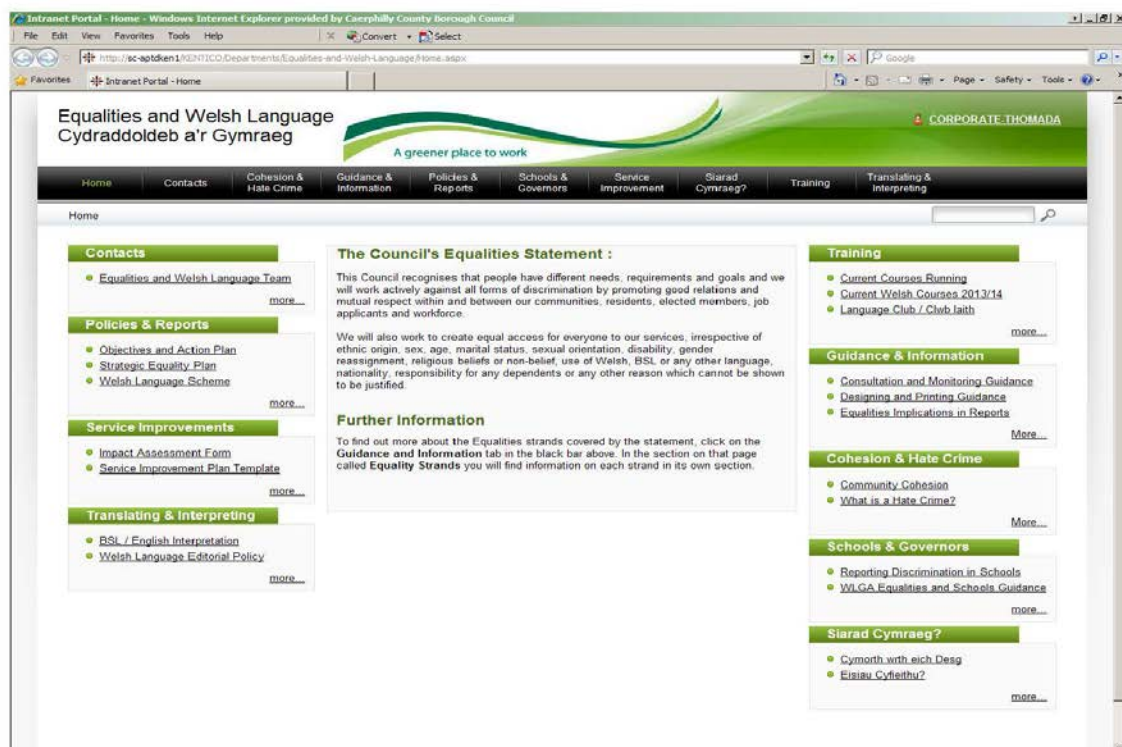
No [ X ]

115. Does the organization provide information to raise employees' and/or workers' awareness of the Welsh language in each induction course?

No [ X ] (there is no corporate induction process in place)






116. Please provide information and/or evidence on those arrangements below.

Regarding 114 and 115 above, during 2014, a group of local authorities including Caerphilly CBC have jointly purchased an e-Learning module on Welsh language awareness, developed by Learning Industries with Hywel Dda Health Board and now adapted for use by local authorities. This will be placed on Caerphilly CBC's Equalities and Welsh Language intranet portal, which is also where information and guidance on 114 (ii) and 114 (iii) are hosted, which is why no specific training is offered as these are available already.



## Proposed standards for recruitment [111-115]

117. Please provide information and/or evidence of the methodology used by the organization in order to come to a decision on the Welsh language skills required when advertising a vacant or new post.

Proposed standards regarding recruitment		
<p><b>[111]</b> The organisation must include the Welsh language skills required when advertising any new or vacant post.</p>	<p><b>Evidence/Comment</b> Covered in CCBC by current policy however no corporate review of all posts has been undertaken to assess language requirements to date.</p>	
<p><b>[112]</b> Information conveyed in the following documents must be provided in Welsh, and organisations must not treat the Welsh language less favourably than English with regards to:</p> <ul style="list-style-type: none"> <li>• application forms</li> <li>• job descriptions</li> <li>• explanatory material regarding the application process</li> <li>• information on the recruitment process</li> <li>• information regarding interviews or other means of assessment.</li> </ul>	<p><b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 and the 'Editorial Policy 2012' (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p>	
<p><b>[113]</b> The organisation must ensure that application forms allow the candidate to indicate that they would require an interview through the medium of Welsh.</p>	<p><b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p>	
<p><b>[114]</b> The organisation must conduct the interview in Welsh if the candidate has indicated in their application form that they require an interview in Welsh.</p>	<p><b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p>	
<p><b>[115]</b> Where the candidate has indicated that they require an interview in Welsh, the organisation must offer to arrange simultaneous translation from English to Welsh and Welsh to English.</p>	<p><b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 (<a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a>)</p>	

**118.** Please provide information and/or evidence regarding the number and percentage of posts advertised with necessary Welsh language skills during the past year.

Since 1st April 2013 CCBC have advertised 574 posts (this includes internal and external advertisements), 2 of these posts had Welsh as an essential requirement of the post (0.3%) and 17 of these requested Welsh as a desirable requirement of the post (3%). Comprehensive Schools undertake their own recruitment processes so we would not have details of the numbers of posts advertised in these schools.

**119.** Does the organization provide the following documents in Welsh?

I. application forms

**Yes [ X ]**

II. job descriptions

**Yes [ X ]**

III. explanatory material regarding the application process

**Yes [ X ]**

IV. information on the recruitment process

**No [ X ]**

information regarding interviews or other means of assessment

**No [ X ]**

**120.** Do the application forms provide a space for the applicant to note that they would like to be interviewed in Welsh?

**Yes [ X ]**



### Proposed standards for signage [116-119]

121. Are the signs displayed inside the organization's buildings in Welsh?

Partial [ X ] Some are, not all

### Proposed standards for audible announcements and messages [120]

122. Are announcements and audio messages made in the organization's buildings?


Yes [ X ]

123. Does the organization make these announcements and audio messages in Welsh?

Yes [ X ]

Proposed standards regarding signage		
<b>[116]</b> Any new or replacement sign erected must contain the information to be conveyed by the sign in Welsh.	<b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 and the 'Editorial Policy 2012' ( <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> )	●
<b>[117]</b> Welsh text on signs must be treated no less favourably than the English text with regards to the font, format, colour, size, legibility and prominence.	<b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012, the 'Editorial Policy 2012' and the 'Guidance on Equalities in Designing and Printing' document ( <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a> )	●
<b>[118]</b> Where a sign in Welsh is erected in circumstances where there is a sign in English conveying the same information, the Welsh-language sign must be the same size as the English-language sign and the information conveyed in the Welsh-language sign must be presented in the same font and font size as the English-language sign.	<b>Evidence/Comment</b> As [117] above.	●
<b>[119]</b> Where a sign contains the Welsh language as well as the English language, the Welsh-language text must be positioned so as to be read first.	<b>Evidence/Comment</b> Please see our response to [56] previously on this issue.	●

**Proposed standards regarding audible announcements and messages**

<p><b>[120]</b> Any audible messages must be made in Welsh first.</p>	<p><b>Evidence/Comment</b>                  Due to the linguistic nature of the area, though not impossible to implement, standard bilingual practice (as with signage) is that English would come first, unless the PA system was for a Welsh language event. We would suggest that <b>[82]</b> above be amended to read “Any audible messages must be fully bilingual.”</p>	
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**124.** Do you consider that making the proposed operational standards specifically applicable to your organization would be reasonable and proportionate?

- Yes** - draft standards 116, 117, 118
- No** - draft standards 119, 120

If ‘No’, please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.

As noted for **Evidence/Comment** for draft Standards 119 and 120.





## Section 5 – Promotion standards [121-125]


**125.** Does the organization implement a strategy to promote and facilitate the use of the Welsh language more widely?

Yes [ X ]

**126.** Please provide information and/or evidence demonstrating to what extent the organization carries out the following:

- I. assessment of the Welsh language demographic profile within the community it serves
- II. assessment of the current opportunities available to use the Welsh language, and should further opportunities to use the Welsh language be provided and supported
- III. assessment of the need to fund activities designed to promote and facilitate the use of the Welsh language.

<b>Proposed promotion standards</b>		
<p><b>[121]</b> The organisation must assess the demographic profile of the Welsh language within the communities it serves.</p>	<p><b>Evidence/Comment</b> This is current practice in CCBC under the existing Welsh Language Scheme 2012 - see the 'Ward Profiles by Equalities Categories' document for general data (currently being updated for a new version with Census 2011 data), and other specific information such as the Directorate of Education figures on Welsh medium schools population. <a href="http://www.caerphilly.gov.uk/equalities">www.caerphilly.gov.uk/equalities</a></p>	
<p><b>[122]</b> The organisation must assess the opportunities currently available to use Welsh, and whether more opportunities to use Welsh need to be provided and supported.</p>	<p><b>Evidence/Comment</b> This is current practice in CCBC, working with Menter Iaith Caerffili and other partners.</p>	
<p><b>[123]</b> The organisation must assess the need to fund activities designed to promote and facilitate the use of Welsh.</p>	<p><b>Evidence/Comment</b> Not current practice so guidance and processes would need to be developed to implement this draft standard.</p>	
<p><b>[124]</b> The organisation must prepare, and publish on the organisation's website, a strategy setting out how it proposes to promote and facilitate the use of the Welsh language more widely.</p>	<p><b>Evidence/Comment</b> Not current practice corporately but developing such a strategy from various existing practices would not be difficult to achieve and be an opportunity to consult with community organisations, schools and the public</p>	

<p><b>[125]</b> The organisation must revise the strategy and publish a revised strategy within five years of the publication date of the previous strategy.</p>	<p><b>Evidence/Comment</b> As above, but requiring resources in the form of officer time to monitor and update.</p>	
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127. Do you consider that making the proposed promotion standards specifically applicable to your organization would be reasonable and proportionate?


- Yes** - draft standards 121, 122, 124  
**Partial** - draft standards 123, 125




If 'No', please explain which aspects of the standards appear to be unreasonable or disproportionate in your opinion. Provide relevant information and/or evidence on the reasons why, in your opinion, it would be unreasonable or disproportionate to make the proposed standard specifically applicable to your organization.






Partial - as noted for **Evidence/Comment** for draft Standards 123 and 125

## Section 6 – Record keeping standards [126-134]

**128.** Please provide information and/or evidence regarding the procedures the organization has in place to keep records of the steps taken to ensure compliance with the current Welsh language scheme. Organisations should supply any additional/new procedures that will be required, if at all, in order to comply with the proposed record keeping standards. If the organization does not feel that they can implement some of the proposed record keeping standards, relevant information and/or evidence on the reasons why should be provided.

<b>Proposed record keeping standards</b>		
<p><b>[126]</b> The organisation must keep a record, of actions that are being implemented to ensure compliance with standards that have been made specifically applicable to the organisation in relation to:</p> <ul style="list-style-type: none"> <li>• correspondence</li> <li>• telephone calls</li> <li>• helplines and call centres</li> <li>• personal meetings</li> <li>• public meetings</li> <li>• publicity and advertising</li> <li>• public exhibitions</li> <li>• publications</li> <li>• forms</li> <li>• websites and online services</li> <li>• signage</li> <li>• reception of visitors</li> <li>• official notices</li> <li>• awarding grants</li> <li>• awarding contracts</li> <li>• raising awareness of Welsh language services that are available;</li> <li>• corporate identity and branding</li> <li>• courses</li> <li>• public address systems</li> <li>• database.</li> </ul>	<p><b>Evidence/Comment</b>            This is current practice in CCBC - Corporate Compliance is the 7<sup>th</sup> of the integrated Strategic Equalities and Welsh Language Objectives, therefore adapting existing policy and action plans to reflect the requirements of the standards will not be difficult.</p>	

<p><b>[127]</b> The organisation must keep a record of:</p> <ul style="list-style-type: none"> <li>• Welsh language skills of employees and workers</li> <li>• assessments of the Welsh language skills requirements of vacant and new posts</li> <li>• actions taken to plan the workforce according to the Welsh language skills of employees and workers in order to comply with standards</li> <li>• training offered through the medium of Welsh, and the numbers attending those courses.</li> </ul>	<p><b>Evidence/Comment</b></p> <p>This is partial current practice in CCBC as shown in the Annual Monitoring and Improvement Reports, specifically the first and last bullet points.</p> <p>The second and third bullet points would be developed alongside the previous draft standards covering training/workforce development/recruitment etc. and so are dependant on all of these draft standards being adopted.</p>	
<p><b>[128]</b> The organisation must keep a record of actions that are being implemented to ensure compliance with standards that have been made specifically applicable to the organisation in relation to policy making standards.</p>	<p><b>Evidence/Comment</b></p> <p>This is current practice in CCBC as shown in the Annual Monitoring and Improvement Reports, therefore adapting existing records to reflect the requirements of the standards will not be difficult.</p>	
<p><b>[129]</b> The organisation must keep a record of actions that are being implemented to ensure compliance with standards that have been made specifically applicable to the organisation in relation to operational standards.</p>	<p><b>Evidence/Comment</b></p> <p>As <b>[128]</b> above.</p>	

<p><b>[130]</b> The organisation must keep a record of actions that are being implemented to ensure compliance with standards that have been made specifically applicable to the organisation in relation to promotion standards.</p>	<p><b>Evidence/Comment</b> As <b>[128]</b> above.</p>	
<p><b>[131]</b> The organisation must keep a record of written complaints (hard copy or electronic) it receives regarding its compliance with service delivery standards that have been made specifically applicable to the organisation.</p>	<p><b>Evidence/Comment</b> This is current practice in CCBC as shown in the Annual Monitoring and Improvement Reports, therefore adapting existing records to reflect the requirements of the standards will not be difficult.</p>	
<p><b>[132]</b> The organisation must keep a record of written complaints (hard copy or electronic) it receives regarding its compliance with policy making standards that have been made specifically applicable to the organisation.</p>	<p><b>Evidence/Comment</b> As <b>[131]</b> above.</p>	
<p><b>[133]</b> The organisation must keep a record of written complaints (hard copy or electronic) it receives regarding its compliance with operational standards that have been made specifically applicable to the organisation.</p>	<p><b>Evidence/Comment</b> As <b>[131]</b> above.</p>	
<p><b>[134]</b> The organisation must keep a record of written complaints (hard copy or electronic) it receives regarding its compliance with promotion standards that have been made specifically applicable to the organisation.</p>	<p><b>Evidence/Comment</b> As <b>[131]</b> above.</p>	

**129.** Having considered the requirements of number 127, please provide information and/or evidence regarding the procedures the organization has in place to keep records of the following:

- I. employees' and workers' Welsh language skills
- II. assessments of the Welsh language skills requirements of vacant and new posts
- III. action taken to plan the workforce in order to ensure compliance with the current Welsh language scheme
- IV. training offered through the medium of Welsh, and the numbers who attend the training.

- i. This is recorded on the Council's iTrent payroll system as noted each year in the Annual Monitoring and Improvement report.
- ii. As previously noted.
- iii. As previously noted.
- iv. This is published each year both in the Annual Monitoring and Improvement report and in more detail in the Annual Equalities and Welsh Language Training report published based on academic year figures.

These documents are available at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities)

**130.** Having considered the requirements of standards numbered 128-134, please provide information and/or evidence of the procedures the organization has in place to keep records of complaints that come to hand regarding the organization's compliance with the current Welsh language scheme.

Complaints are recorded and noted each year in the Annual Monitoring and Improvement report.

During 2013-2014 the Senior Policy Officer (Equalities and Welsh Language) has begun attending the Council's "Learning From Complaints" Group and the Equalities and Welsh Language quarterly complaints data is now fed into the corporate reports sent to Scrutiny committee for information.

**131.** Do you consider that making the proposed record keeping standards specifically applicable to your organization would be reasonable and proportionate?

Yes [ X ]



## Section 7 – Further information

**132.** Please provide information and/or evidence of partnerships on which the organization leads either strategically or financially, for the purposes of delivering services.

**133.** Please provide information and/or evidence of partnerships which the organization is part of, either strategically or financially, for the purposes of delivering services.

**134.** Please provide information and/or evidence of any consortia which the organization is part of for the purposes of supplying services.

### **Council comment:**

Caerphilly County Borough Council is in the process of mapping its partnerships and collaborative work and can provide the following at the time of gathering this evidence.

The full list of all partners can be found in Appendix A on page 66.

<b>Formal Partnership (34)</b>	<b>Collaboration (19)</b>	<b>CCBC Collaboration Lead (6)</b>
<ul style="list-style-type: none"> <li>• Blaenau Gwent and Caerphilly Youth Offending Service (YOS)</li> <li>• Caerphilly Local Service Board</li> <li>• Caerphilly Community Strategy Standing Conference</li> <li>• Compact Partners (to the Compact Agreement with the Voluntary Sector in the borough)</li> <li>• Voluntary Sector Liaison Committee (bringing together the Compact Partners in partnership)</li> <li>• Gwent Association of Voluntary Organisations (GAVO)</li> <li>• Groundwork Caerphilly</li> <li>• Caerphilly and Blaenau Gwent Citizens Advice Bureau</li> <li>• Joint Supplies Service (County Borough Supplies)</li> <li>• Heads of the Valleys Organics (agreement to be finalised)</li> <li>• Welsh Purchasing Consortium*</li> <li>• Job Centre Plus Flexible</li> </ul>	<ul style="list-style-type: none"> <li>• South East Wales Emergency Duty Team (SEWEDT)</li> <li>• Gwent Frailty Programme*</li> <li>• Gwent Wide Adult Safeguarding Board (GWASB)</li> <li>• South East Wales Safeguarding Children Board (SEWSCB)</li> <li>• Gwent Wide Integrated Community Equipment Services (GWICES)</li> <li>• In One Place housing initiative</li> <li>• Prosiect Gwyrdd</li> <li>• South Wales Waste Management Group (SWWMG)</li> <li>• Shared Legal Services South East and Mid Wales</li> <li>• Mitigating Welfare Reform Across Gwent</li> <li>• Gwent Trading Standards Project (potential collaboration Public Protection)</li> <li>• Gwent Collaboration on Recreation and Leisure</li> <li>• Caerphilly Passport Programme</li> <li>• Welsh Netball</li> </ul>	<ul style="list-style-type: none"> <li>• South East Wales Emergency Duty Team (SEWEDT) – hosted and provided by CCBC</li> <li>• Gwent Frailty Programme – CCBC lead commissioner</li> <li>• South East Wales Safeguarding Children Board (SEWSCB) -CCBC hosts the Business Unit that supports the Board</li> <li>• Prosiect Gwyrdd</li> <li>• CCBC scrutiny lead</li> <li>• South Wales Waste Management Group (SWWMG) - CCBC is the lead procuring authority for the regional WEEE – waste electrical and electronic equipment</li> <li>• Mitigating Welfare Reform Across</li> </ul>

<p>Service Delivery Points</p> <ul style="list-style-type: none"> <li>• Youth Service (CCBC) Partnership with Voluntary Sector (with Gwent Association of Voluntary Organisations, Ystrad Mynach Boy's and Girl's Club, Urdd Gobaith Cymru)</li> <li>• Youth Service (CCBC) Partnership with Statutory Sector (with Communities First and Families First)</li> <li>• Welfare Reform Programme / Universal Credit CCBC Led Pilot</li> <li>• South East Wales Transport Alliance (Sewta)*</li> <li>• Gwent Local Resilience Forum</li> <li>• Health Challenge Caerphilly</li> <li>• Football Association of Wales (FAW) Trust</li> <li>• Sport Wales</li> <li>• Street Games UK</li> <li>• Hockey Wales</li> <li>• Welsh Rugby Union</li> <li>• Ystrad Mynach College</li> <li>• Caerphilly Business Forum</li> <li>• Cwm a Mynydd Partnership</li> <li>• South East Wales Specialist European Team</li> <li>• Communities First Programme</li> <li>• Families First</li> <li>• Early Years Service Areas Partnerships initiatives – comprising of Flying Start, Early Years and Childcare, the Family Information Service and Family Support</li> <li>• Gwent Archives*</li> <li>• Glamorgan Archives*</li> <li>• Greater Gwent Crematorium Joint Committee*</li> </ul>	<ul style="list-style-type: none"> <li>• South East Wales Community Economic Development Programme</li> <li>• South East Wales Biodiversity Records Centre</li> <li>• Local Investment Fund</li> <li>• Valleys Regional Park</li> <li>• Personal Information Sharing Project</li> </ul>	<p>Gwent - host employer of staff</p>
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**135.** Please provide information and/or evidence of the services provided by the organization by a contractor or third party. Details should be provided regarding the organization's monitoring procedures for those contracts, stating how you ensure that third parties provide those services in accordance with the relevant sections of the current Welsh language scheme.

The Annual Monitoring and Improvement Reports submitted for 2011-2012 and 2012-2013 note how corporately, Equalities and Welsh Language issues have been included in all Pre-Tender Questionnaires from the Procurement team, included in Social Services Commissioning guidance and in the specific contract requirements in Building Consultancy.

Information on 2013-2014 will be included in the Annual Monitoring and Improvement Report being submitted in June 2014.

**136.** Are there any planned or proposed changes to the organization's services (e.g. outsourcing services) that will affect the answers to this questionnaire?

Yes [ **X** ]

If 'Yes', please provide information and/or evidence of those services, in accordance with the proposed timetable below.

With increasing partnership working, collaborative projects and the Williams report on local government reorganisation, it is impossible to list the changes that may happen over the next few years.

Thank you for completing this questionnaire.

This questionnaire should be sent to [standards.investigation@cyg-wlc.org](mailto:standards.investigation@cyg-wlc.org)

## Appendix A

### A-Z of Partner Organisations, Partnerships and Collaborations across Caerphilly County Borough Council

#### A

Abbeyfield Caerphilly Society  
Abertridwr Community Church  
Action for Children  
Age Concern Gwent  
Alewyd  
Aneurin Bevan University Health Board

#### B

Bargoed YMCA  
Barnardos  
BAG Credit Union in Bargoed  
Black Association of Women Step Out  
Blaenau Gwent County Borough Council  
Blaenau Gwent Community Safety Partnership  
Blaenau Gwent and Caerphilly Youth Offending Service (partnership Social Services)  
Business in the Community Wales  
Brecon Beacons National Park Authority  
Bridgend County Borough Council  
British Red Cross (South Wales Branch)  
British Telecom  
British Transport Police  
Bron Afon Housing Association

#### C

Cadwyn Housing Association  
Caerphilly 50+ Forum (partnership network representative sitting on Voluntary Sector Liaison Committee)  
Caerphilly Borough Compact Agreement (partnership of Compact Partners)  
Caerphilly & Blaenau Gwent Citizens Advice Bureau (partnership arrangements in place with CCBC Policy Unit, Corporate Services, and Rents, Environment)  
Caerphilly & Blaenau Gwent Education Inclusion Services (partnership representative on Blaenau Gwent and Caerphilly Youth Offending Services)  
Caerphilly Business Forum (partnership network represented sitting on Voluntary Sector Liaison Committee, Forum supported by Regeneration and Planning)  
Caerphilly Community Strategy Standing Conference (Community Planning Partners)  
Caerphilly Home Start  
Caerphilly Local Service Board (partnership)  
Caerffili Menter Iaith  
Caerphilly MIND  
Caerphilly Parents & Carers (partnership network representative sitting on Voluntary Sector Liaison Committee)  
Caerphilly Parents Network (partnership network represented sitting on Voluntary Sector Liaison Committee)  
Caerphilly Passport Scheme (partnership Human Resources, Corporate Services)  
Caerphilly People First  
Campaign for the Protection of Rural Wales  
Canal Trust for Wales  
Cancercareline

Capital Region Tourism  
Cardiff Council  
Care and Repair Caerphilly  
Care and Social Services Inspectorate Wales  
Careers Wales  
Care Council Wales  
Carmarthenshire County Council  
Ceredigion County Council  
Child and Adolescent Mental Health Services  
C.H.A.D Independent Living Centre (Bargoed)  
Children in Wales  
Chwarae Teg  
Clybiau Plant Cymru  
Clybiau y Cymoedd  
Coastguard  
Coalfields Regeneration Trust  
Coleg Gwent  
Communities First Programme (partnership Regeneration and Planning)  
Crossroads South East Wales  
Crown Prosecution Service  
Cruse Bereavement Care  
Cwm a Mynydd Partnership

## **D**

Denbighshire County Council  
Department of Work and Pensions (local)  
Disability Can Do Organisation

## **E**

Educ8  
Education and School Improvement Service South Wales

## **F**

Families First (partnership Education and Inclusion Services)  
Fairlake Properties  
Farmers Union Wales  
Federation of Small Businesses  
First Choice Housing Association  
Flintshire County Borough Council  
Football Association Wales Trust (partnership Community & Leisure Services, Environment)  
Forensic Service

## **G**

Glamorgan Archives (partnership ICT)  
GO Wales (graduate participants and funding)  
GOFAL  
Greater Gwent Crematorium Joint Committee (partnership Community & Leisure Services)  
Groundwork Caerphilly Trust (partnership arrangements in place with Policy Unit, Corporate Services)  
Grŵp Gwalia Cyf  
Gwent Archives (partnership ICT)

Gwent Association of Voluntary Organisations (partnership arrangements in place with Policy Unit, Corporate Services, Communities First)  
Gwent Frailty Programme (collaboration Social Services)  
Gwent Local Resilience Forum (partnership Public Protection, Environment)  
Gwent Police  
Gwent Police and Crime Commissioner Office  
Gwent Trading Standards Project (potential collaboration Public Protection, Environment)  
Gwent Wildlife Trust  
Gwent Wide Adult Safeguarding Board (collaboration Social Services)  
Gwent Wide Integrated Community Equipment Services (collaboration Social Services)

## **H**

Heads of the Valley Organics (a Procurement, Corporate Services and Environment partnership agreement not yet finalised)  
Health Challenge Caerphilly (partnership Public Protection, Environment)  
HM Prisons  
Hockey Wales (partnership Community & Leisure Services, Environment)  
Home Office  
Homestart

## **I**

In One Place initiative (collaboration Housing, Environment)  
Integrated Service for Children with Additional Needs  
Islwyn Canals Association  
Islwyn Credit Union

## **J**

Job Centre Plus  
Job Centre Plus Flexible Service Delivery Points (partnership Libraries, Education)  
Joint Emergency Services Group  
Joint Supplies Service (County Borough Supplies) (formal partnership agreement Procurement, Corporate Services)

## **K**

## **L**

Llamau  
Linc Cymru

## **M**

Melin Homes  
Merthyr Tydfil County Borough Council  
Mid & West Wales Fire and Rescue Service  
Mitigating Welfare Reform Across Gwent (collaboration ICT and Customer Services, Corporate Services, Caerphilly LSB led)  
Monmouthshire and Brecon Canals Association  
Monmouth & Brecon Canals Regeneration Group (partnership Regeneration and Planning)  
Monmouthshire County Borough Council  
Monmouthshire Housing Association

## **N**

National Grid  
National Library of Wales, Aberystwyth  
Neath Port Talbot County Borough Council  
Natural Resources Wales  
New CLURV  
Newport City Council  
Newport City Homes  
Newport Housing Trust

## **O**

## **P**

Pembrokeshire County Council  
Personal Information Sharing Project (collaboration ICT, Caerphilly LSB led)  
Powys County Council  
Pontypool Park Estate  
Professional Association for Childcare and Early Years  
Prosiect Gwyrdd (collaboration Procurement/Scrutiny & Directorate of the Environment)  
Public Health Wales

## **Q**

## **R**

Regional Domestic Abuse Forum (categorised as partnership sits on Social Services safeguarding boards)  
Rhondda Cynon Taf Council  
Right from the Start  
Royal Voluntary Service

## **S**

Safer Caerphilly Delivery Group (Single Integrated Plan multi agency delivery group)  
Senghenydd Youth Drop In Centre  
Seren Housing Group  
Scottish Power  
Shared Legal Services South East and Mid Wales (collaboration Legal Services, Corporate Services)  
Shelter Cymru  
Sight Support (Pontypool)  
South East Wales Biodiversity Records Centre (collaboration Regeneration and Planning)  
South East Wales Emergency Duty Team (collaboration Social Services)  
South East Wales Safeguarding Children Board (collaboration Social Services)  
South East Wales Specialist European Team (partnership Regeneration and Planning)  
South East Wales Transport Alliance (partnership Engineering Services, Environment)  
South Wales Fire and Rescue Service  
South Wales Police  
South Wales Trunk Road Agency  
South Wales Waste Management Group (collaboration Procurement, Corporate Services)  
Sports Wales (partnership Community & Leisure Services, Environment)  
St. Johns Ambulance  
Street Games UK (partnership Community & Leisure Services, Environment, Regeneration and Planning)

Strengthening Families  
Swansea Council

## **T**

Tai Calon  
The Settlement  
Torfaen County Borough Council  
Torfaen Voluntary Alliance

## **U**

United Welsh Housing Association  
Urdd Gobaith Cymru

## **V**

Vale of Glamorgan County Borough Council  
Valleys to Coast Housing  
Valleys Regional Park (collaboration Regeneration and Planning)  
Vanguard Caerphilly  
Van Road United Reform Church  
Vision Products  
Voluntary Sector Liaison Committee (partnership of Compact Partners and Voluntary Sector Representatives)

## **W**

Wales Audit Office  
Wales European Funding Office  
Wales Cooperative Centre  
Wales Probation Trust  
Wales Pre-school Providers Association  
Welsh Purchasing Consortium (partnership Procurement, Corporate Services)  
Wales Strategic Migration Partnership  
Wales and West Housing Association  
Welsh Ambulance Service NHS Trust  
Welsh Government  
Welsh Local Government Association  
Welsh Rugby Union (partnership Community & Leisure Services, Environment)  
Welsh Netball (collaboration Community & Leisure Services, Environment)  
Western Power Distribution  
White Rose Information and Resource Centre  
Wrexham County Borough Council

## **X**

## **Y**

Youth Offending Family Support  
Youth Service (CCBC) Partnership with Statutory Sector  
Youth Service (CCBC) Partnership with Voluntary Sector  
Ystrad Mynach Boy's and Girl's Club (partnership Education)  
Ystrad Mynach College (partnership Education)

## **Z**