Welsh Language Scheme

Annual Monitoring and

Improvement Report

2008 - 2009

Prepared in accordance with the requirements of

BWRDD YR IAITH
GYMRAEG · WELSH
LANGUAGE BOARD

30th June 2009

Introduction

At the time of writing this report, Caerphilly County Borough Council is in the process of approving a new and updated Welsh Language Scheme, which will be the authority's fourth under the requirements of the Welsh Language Act 1993. This monitoring and improvement report reflects the work done during the financial year 2008/09 and as such follows the targets and actions of the previous Welsh Language Scheme - next year's report will reflect the new Scheme's targets and actions.

The Council also has in place a Linguistic Skills Strategy that encompasses actions relating to Welsh Language, other minority languages and British Sign Language, thus linking language equality issues from three separate pieces of legislation (the Welsh Language Act 1993, the Disability Discrimination Amendment Act 2005 and the Race Relations Amendment Act 2000).   The Council approved and adopted its second Linguistic Skills Strategy on 18th September 2007.

The Policy Unit has four staff members working on Welsh Language issues on behalf of the Council and are located in the Council headquarters at Penallta House :-

Policy Officer **(Welsh Language)** **Telephone: 01443 864353**	**Language Training Co-ordinator** **(Welsh and BSL)** **Telephone: 01443 864404**
Welsh Language Translation Co-ordinator **Telephone: 01443 864377**	**Welsh Language Translator** **Telephone: 01443 864344**

Performance and Policy Unit **Chief Executive's Department** **Penallta House** **Tredomen** **Ystrad Mynach** **CF82 7PG**	**Fax: 01443 864307** **cymraeg@caerffili.gov.uk**

The annual report has been through extensive consultation internally, through the Welsh Language Equality Group and the Executive Equality Group before going through the endorsement process via the Corporate Management Team and the Policy and Resources Scrutiny Committee, in line with how all other Equalities reports are handled.

The annual report progressed through these stages during May and June 2009 and was presented to the Welsh Language Board on 30th June 2009. It is also available to download on the Council's website in the Equalities section.

Annual Monitoring and Improvement Report 2008 - 2009

1.   Welsh Language Scheme Compliance

Caerphilly CBC's 3rd Welsh Language Scheme incorporated 2 sets of measures and targets (sections 7.2 and 7.3) that linked in some areas with the targets in the Linguistic Skills Strategy.

The Welsh Language Board identified 6 specific Welsh Language Indicators (**WLI 1-6**) that it has recommended should be included in all Local Authority Welsh Language Schemes. Section 7.2 of the Council's Scheme sets out measures relating to those indicators, which will be noted and addressed under the relevant headings in this report.

Much of the general development and progress against the other targets as listed in section 7.3 of the Council's Scheme remain as noted in last year's annual report, however significant progress has been made in some areas.

Language Scheme Paragraph	Target	2008/09 Progress Note
1.5.1 - 1.5.5	Welsh Medium Education	The Council's draft updated Welsh Education Scheme was delayed for a number of reasons, however it is currently out to public consultation and the final version will submitted to full Council and to the Welsh Language Board for final approval during October 2009 in line with the agreed timetable.
1.6.1 - 1.6.7	Language and Equalities	Current practice - Welsh forms part of the Council's wider Equalities work - see this report's **Section 3 - Scheme Management and Administration**.
2.1.1 - 2.1.7	Policies and Initiatives	Equalities Impact Assessment training began in September 2004 for managers and Welsh is an integral part of this process. Assessments of the Council's policies continue and are published on the Council's Website - see this report's **Section 5 - Mainstreaming** for further information. Guidance is to be issued to staff to ensure that greater emphasis on all Equalities issues, including Welsh Language, is inculded in the Links to Strategy section of the Council's reports template.
2.2.1 - 2.2.5	Service Improvement Plans	All Service Improvement Plans contain an Equalities section (that includes Welsh Language) to ensure a greater degree of commitment, a greater level of reporting existing practice and greater forward planning - see this report's **Section 6. Analysis of Performance by Priority and Target** for further information.

2.3.1 - 2.3.4	Dealing With Other Organisations - Procurement	See this report's **Section 3 - Scheme Management and Administration** for further information on WLI 1.
2.3.5 - 2.3.11	Dealing With Other Organisations - Partnerships	The Council continues to work with various partnerships to develop greater use of Welsh Language in the operation of partnership functions, in particular the Children and Young People's Partnership - see this report's **Section 2 i)** for further information.
2.3.12 - 2.3.13	Dealing With Other Organisations - Sponsorship and Grants	Current practice, the Welsh Language Board's guidance circular was distributed to relevant officers.
2.4.1 - 2.4.5	The Language Services Team.	Work continues since the approval of the updated **Linguistic Skills Strategy** on 18th September 2007 - see **Sections 3 and 4** of this report for further details.
2.5.1 - 2.5.5	The Community Strategy	Current practice.
2.6.1 - 2.6.7	E-government	The Council continues to make good progress - see **Section 8 - Other Information** in this report for further information.
2.7.1 - 2.7.5	Freedom of Information	Current practice and ongoing - standard correspondence is available in Welsh; FOI monitoring includes sections on language and format of response.
2.8.1 - 2.8.7	Standards of Quality	Current practice and being developed further - see **Section 8 - Other Information** in this report for further information.
3.1.1 - 3.1.4	Welsh Speakers and Learners' Database	A **Data Sharing Protocol** exists between the Council and the Menter Iaith; the database is currently used to distribute information on events and also as a consultation resource in line with part 3 of the Council's **Consultation Strategy - Practical Guidelines** document.
3.2 - 3.7	• Customer Care • Written Communication • Web-based or other Electronic Communication • Telephone Communication • Face to Face with the Public • Dealing with Welsh speaking staff	All practices comply with the Council's Welsh Language Scheme as well as Core Principle 4 in WAG's **Building Better Customer Service - Core Principles for Public Services** document. Developments such as the Customer First Centres and the Telephone Contact Centre all include Welsh language requirements and commitments.
4.1 - 4.4	• The Organisation's Public Face • Editorial Policy • Signs • Marketing, Advertising and Publicity	Current practice and ongoing on a rolling programme basis.

4.5.1 - 4.5.5 and 4.6.1 - 4.6.8	Place Names in the County Borough Street Naming	Database developed from January 2006, all work linked in to the progress on the LLPG. All related matters are dealt with via the Gazetteer team and Highways to ensure a consistent approach. The new Welsh Language Scheme 2009-2012 contains a commitment to issuing Supplementary Guidance on certain aspects of service delivery and this issue will be one of the first to have such guidance available to staff during 2009.
5.1.1 - 5.1.6	Recruitment and Selection	See this report's **Section 4 - Linguistic skills: comparing service needs and capacity** for further information.
5.2.1 - 5.2.6	Welsh in the Workplace Training	See this report's **Section 4 - Linguistic skills: comparing service needs and capacity** for further information.
5.5.1 - 5.5.11	Monitoring	Monitoring is ongoing - Service Improvement Plans are monitored annually - see this report's **Section 6. Analysis of Performance by Priority and Target** for further information.
5.6.1 - 5.6.8	Complaints	See this report's **Section 2 - Welsh language front line services - part iii)** for information on WLI 2 and the 2009 Risk Assessment on Complaints.
5.7.1 - 5.7.5	Satisfaction	Monitoring has been undertaken in a variety of ways including the Household Survey, Viewpoint Panel and specific service based surveys.
6.2.1 - 6.2.2	Promoting Bilingual Services	Current Practice and ongoing, via Newsline, the website and any other media available.

2. Welsh Language Front Line Services

i) Children and Young People's Partnership

Caerphilly Children and Young People's Partnership has undertaken the management element of the Welsh Language Board Self Assessment 2008 already alongside the generic annual Self Assessment Report (SAR) process for youth support services (the Management Element is attached - see **Appendix A**).

During the past year the strategic approach to developing bilingualism in services for children and young people in Caerphilly County Borough has continued. In May 2008, a presentation was given at the INTERACT event (for youth service provider organisations) to cover Welsh language issues and deliver information on an audit of young Welsh speakers that the Menter Iaith had undertaken. Workshops were then held where any questions and problems could be raised and these, together with standard answers and advice were turned into an FAQ booklet that was circulated in hard copy and electronically to the relevant organisations.

The multi agency Welsh Language and Culture Strategy Group has responsibility for driving forward excellent practice in services for children and young people in relation to issues of Welsh Language and culture at a strategic level. It also has a partnership agreement, which signs up all key relevant stakeholders to championing the bilingual agenda for children and young people.

The group has an action plan in place, which includes actions such as :-

- ensuring that committment to addressing bilingual issues has been included in the Children and Young People's Plan
- ensuring that specific actions relating to Welsh medium delivery are evident within associated operational and delivery plans under the CYPP
- taking forward recommendations from the Cymryd Rhan audit of the needs of young Welsh speakers in the borough
- developing a Welsh language and culture practitioners group which will act as support and a consultative link to Welsh medium practitioners and anyone looking to expand bilingual opportunities in their services
- undertaking a service mapping exercise and delivering awareness raising/training sessions to partners and practitioners.
- developing a county borough Welsh heritage and culture pack for children and young people (this is a new target and will be completed by October 2009)

During 2008 the group maintained links with the various groups working on the Action plans for the various Core Aims of the Children and Young People's Plan, for example assisting with targets in the draft Play Strategy. The Partnership itself is being reviewed at present but the commitment towards Welsh language and culture remains a key part of the delivery of services to the children and young people in the county borough.

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

Payroll Data

Since the introduction of the new Payroll system, as noted in last year's report, the Council is able to provide detailed information on numbers of Welsh speakers per service area and their level of fluency (see **Section 3** and **Appendix B**).

With quarterly reports available from Personnel and monitoring of the provision that exists being undertaken regularly, the more detailed work is progressing in terms of identification of posts in each service area, though not as originally planned. In November 2008, a Community Language Survey was published in Newsline, the Council's own newspaper to determine what languages were being spoken in each of the county borough's 33 wards. The relevance of this is that when coupled with the staff information, this community language data provides the other side of the picture and the results can be provided to Heads of Service, Personnel etc to determine whether the staff linguistic capability matches the needs of the community - the first time such evidence-based analysis would be available.

368 responses were received, both as hard copies and electronically and the analysis, though taking longer than was hoped to produce, will be available over the summer of 2009. A separate report will be done on this, which means that neither the Council nor the Welsh Language Board will have to wait for the 2009/10 Annual Report.

Staff Training

The Training Strategy was introduced in September 2001 and **784** people have now been on conversational Welsh courses (see **Section 4**) and this, coupled with the awareness of all main receptions, contact centres or one stop shops of the contact details of the Welsh speaking staff in the Policy Unit, ensures that a reasonable and improving service can be offered.

Recruitment

Recruitment of staff at the Customer First centres remains an ongoing area of work however in the short term, any calls in Welsh are diverted to the Welsh team in the Policy Unit so that the customer is given a service in their chosen language, but it is recognised that this is not ideal in terms of service delivery.

During 2008/09 however, a number of options were considered in terms of targeting Welsh speakers more directly and effectively in order to inform them of general career opportunities in the Council as well as looking at new ways in which the Council advertises posts. Due to current circumstances however, with so very few posts being advertised externally, this has not been taken forwards beyond general discussions as yet. Any developments would form another of the new Supplementary Guidance documents (following full consultation), which are to be rolled out after the new scheme is approved during 2009.

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

For the third year running, according to the Corporate Complaints system, no complaints were received during 2007/08 either in Welsh about a Council service, or in either Welsh or English about the implementation of the Language Scheme itself. As in previous years, due to the fact that the Policy Unit deals with all translation matters and also is host to the Council's Welsh email address however, it was recorded that 7 items of correspondence that could be deemed to be complaints were received during the 2008/2009 financial year.

Section 5.6.1 of the old Welsh Language Scheme defined what is considered a complaint in terms of the Welsh Language and is in line with the Council's overall Complaints Procedure :-

5.6.1   A complaint can be defined as a situation where a member of the public, or a group, is not satisfied with the standard of a service, or the action or lack of action by the Council or a member of staff. In the context of the Welsh Language Scheme, complaints can be further defined in two ways:-

> **i)   Complaints in Welsh that concern a specific service area;**
>
> **ii)   Complaints in either language, concerning the implementation of the Welsh Language Scheme itself.**

Using this definition, the 7 instances can be classed as complaints falling under **ii)** above, as each deals with instances where the Council has not complied with the Welsh Language Scheme; 4 were cases of failing to provide language choice in correspondence in line with the Scheme's Editorial Policy, 1 was a complaint about poor translation on a Direct Debit form and 2 were instances where new signage was put in place that were monolingual.

The matters were all dealt with appropriately with no follow up correspondence to date to indicate otherwise, but as with previous annual reports to the Welsh Language Board, this has identified a continuing issue with how such matters are recorded by the Council's many service areas.

Further to the above however, the Welsh Language Board's Risk Assessment for 2008/09 dealt with whether public bodies in Wales complied with their own approved Welsh Language Schemes when dealing with and recording complaints. A consultant visited the Council visited the Council on 27th January 2009 to undertake the assessment and following that meeting, the assessment questionnaire was submitted to him as evidence of the Council's work. The Consultant's final report was received on the 23rd February.

Due to the ongoing issue of non-recording of complaints, it is regrettable that despite a very good result, with so many Excellent scores in the Consultant's report, overall the Council was rated as only partially complying with the approved Welsh Language Scheme in the final analysis. It should be noted however that the Consultant's report recognised that the Council has been open about these failings to record complaints and that each complaint had been dealt with entirely properly, despite not being recorded correctly on the corporate system.

Following discussions with the Policy Officer (Equalities) and the Customer Services Manager, it became clear that this issue of non-recording of complaints is replicated across many service areas and cross-cutting issues and is a far wider issue than just Welsh Language complaints.

The Customer Services Manager had noted that changes to the corporate complaints policy and procedure were recently discussed in general terms at the Customer First Strategy Group. The Head of IT, Communications and Property had also said that he wanted a briefing paper on the subject as he wants the authority to take a radically different approach to the corporate complaints policy and procedure. The next step would be to put a report to Policy and Resources Scrutiny with detailed proposals.

A report on the Consultant's review and findings was presented to the Executive Equalities Group in April 2009 with a recommendation (given the review of the entire complaints procedure as noted above) that the Group note the outcome and consider liaising with the Customer First Strategy Group to raise the Equalities issues that have been identified; this is in line with Stage 1a of the agreed Equalities Commitment Assessment Tool (As shown in **Appendix D**).

It is envisaged that this will result in a more structured and comprehensive approach to recording complaints and that future reports will reflect this improved recording and monitoring.

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3.   Scheme Management and Administration

i)   *Welsh Language Indicator 5 - Language Ability*

The ability to record Welsh language issues in terms of staff data and analysis is part of the TRENT payroll system within Caerphilly County Borough Council and the full year-end breakdown for 2008/09 can be seen in **Appendix B**.

During the last financial year Personnel were involved in finalising the Single Status and Job Evaluation exercises and this work had to take priority over any other work to the payroll system involving the improvements and developments mentioned in last year's report. It was possible however to undertake a great deal of data gathering and cleansing in order to address the issues raised previously where the accuracy of the data was open to question. A number of specific exercises were also undertaken to increase the numbers recorded, as can be seen for example with the results for ICT and Property for this year when compared with 2007/08.

Though only meeting with limited success so far in terms of increasing the numbers of staff recording language skills, the data gathering and cleansing exercises proved valuable in addressing the issues that had not been obvious until the system was actually operating - for example the *Understanding* data was clearly inaccurate as there were a number of service areas where there were people who could read, speak and write fluently, but could not understand the language. The levels of undisclosed that are recorded in the system has been reduced significantly.

Dealing with these technical details in how the system records and analyses the data has therefore been the main focus of work during the last financial year and the data provided in this report is therefore more robust.

As noted in **2 ii)** the data from the Community Language Survey will be provided to the Heads of Service, Personnel etc to determine whether their staffing levels match the needs of the community they serve - the first time such evidence-based analysis has been available.

Section 4 i) has the general data regarding Welsh Language training including historical information and **Appendix C** shows the full training information analysis.

During the last few months of 2008/09 discussions were held with many Service Areas as they developed their annual improvement plans for 2009/10. Increasing the number of returns for language ability and continuing to identify staff for Welsh Language training now form targets in many of the improvement plans, thus mainstreaming the responsibility for these issues across the Council.

ii)   Corporate Equalities - developments concerning the Welsh Language

The Policy Officer (Welsh Language) and the Chair of the Welsh Language Equality Sub-Group continue to regularly report to the Executive Equality Group and the Council's Policy and Resources Scrutiny Committee, to keep Members and senior officers informed on progress. For example, in January 2009, the feedback from the Welsh Language Board on last year's Annual Report was one of a group of Equality-related reports presented to Policy and Resources Scrutiny.

iii)   Welsh Language Indicator 1 - Procurement

Corporately the Council has in place an Equality in Procurement Policy that ensures that all contracts include a requirement for due regard to be taken of all equalities strands, including the Welsh Language. The policy has been in place since April 2004 and was updated in early 2009. Monitoring of contracts, including the Equalities aspects, forms part of the annual service improvement plan.

4. Linguistic skills: comparing service needs and capacity

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

The Council has in place a successful and flexible training system for Welsh language that has been operating since September 2001 and the system is formally part of the Linguistic Skills Strategy.

By the academic year 2008/09, **784** of the Council's staff and staff of partner organisations have now been on conversational Welsh classes ranging from taster courses for absolute beginners, up to and including 'A' level courses.

Academic Year	Year courses	Taster Courses	Total Learners	*(Numbers dropped out)*
2001 – 2002	46	-	46	*(-)*
2002 – 2003	66	-	66	*(11)*
2003 – 2004	84	37	121	*(17)*
2004 – 2005	70	43	113	*(15)*
2005 – 2006	61	77	138	*(10)*
2006 – 2007	66	27	93	*(12)*
2007 – 2008	68	38	106	*(7)*
2008 – 2009	43	58	101	*(9)*
TOTALS	**504**	**280**	**784**	*(81)*

Taster Courses appear this year to significantly better attended - this is due to the introduction of Welsh for Schools courses (i.e. for any staff members based in a school as opposed to an office - both admin and teaching staff). These 10 week courses have been very well attended and received, and play an important role in the ability of English medium schools to develop their Welsh language capacity.

Monitoring of training is done via the corporate equalities monitoring forms that are sent out with each course application, and so the information can then be analysed according to grade, ethnicity, disability and employment status etc. The column for numbers dropped out is for information only and is not included in the Total Learners figures. The number of drop-outs is monitored to ensure that the levels do not become excessive and to identify any recurring trends or possible problems. The breakdown of this data for the 101 learners in 2008/09 can be found in **Appendix C**.

5. Mainstreaming

i) *General*

Equality Impact Assessments covering every Equalities strand including Welsh Language are undertaken on corporate policies and contained within the EIA document is the following question:-

> Does the policy ensure that women and men, different racial groups, Welsh speakers and disabled people have an equal access to all the services available? What are the indirect consequences of the policy for particular groups?

This ensures that Welsh is mainstreamed and monitored equally with the other Equality issues and the completed Assessments are published on the Council's website at **www.caerphilly.gov.uk/equalities** on the Assessing the Services page.

Welsh language is included in many other corporate documents such as the **How To Consult... Practical guidelines for undertaking consultation and research activities** document; the **How to Organise Inclusive and Accessible Events Guide** booklet; the **Staff Equalities Handbook** and many others in order to continue the mainstreaming work and ensure that Welsh speakers are included in all aspects of Council work.

ii) *Welsh within the community and workplace*

Together with the more formal aspects of the implementation of the Welsh language Scheme within the Council, the Council and Menter Iaith have worked together successfully in providing an increasing level of service provision and community activities, as well as encouraging greater civic engagement of Welsh speakers by including them in monitoring activities such as mystery shopping exercises. This ensures that they see how their actions and opinons do have outcomes in terms of improved service delivery for example.

The updated 2009-2012 Welsh Language Scheme commits to a 3-year contract of 4 such exercises per year in its action plan.

The Council, Menter Iaith and the Urdd continue to co-fund a Welsh Youth Worker to ensure that the pupils of Ysgol Gyfun Cwm Rhymni are given the opportunities to access services and facilities through the medium of Welsh - this ties in with the work of the Children and Young People's Partnership in delivering the Welsh language and culture aspects of the Single Plan.

6. Analysis of Performance by Priority and Target

Monitoring of the implementation of the Welsh Language Scheme is done via a number of methods, including via Service Improvement Plans (SIPs) and as outlined in section 5.5.9 of the Scheme, thematic monitoring i.e. more detailed monitoring of a specific function, event or service area as opposed to overall general monitoring of compliance.

i) *Service Improvement Plans*

Analysis of Service Improvement Plans over recent years showed a general lack of detail in terms of Welsh Language information, a common issue across all of the Equality strands.

Each question per strand is the same and the one relating to the Welsh Language Scheme and Linguistic Skills Strategy is :-

Welsh Language / Linguistic skills information -
What changes have been made to your service to meet the needs of speakers of other languages including BSL users?

Though linguistically general in nature, it does ensure that Service Managers must provide information in that section or they will have their SIP queried by Performance Management as being incomplete. This means that Welsh language is mainstreamed within the overall SIP monitoring process.

In October 2008, the latest analysis report showed a much improved situation following the introduction of the Equalities section in the Service Improvement Plan template, with more areas than ever recording translation, training and specific Welsh language projects in their improvement plans. The Analysis Report of the 2007/08 SIPs is submitted with this Annual Report for information.

7. Publishing Information on Performance

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

In addition to this, once this report has been approved and then submitted to the Welsh Language Board, the Council will publish it on the Equalities section of the website along with other data on language matters.

8.   Other Information

i)   *Welsh Language Indicator 3 - e-Government*

- The Council's new website was launched in September 2008 and the entire range of top level pages were available bilingually from the outset . As part of this work, the Welsh domain name of **www.caerffili.gov.uk** was purchased and all the new Welsh web pages are hosted here. The new website is database driven and so all new pages are automatically listed in the A-Z as soon as they are live, making searching in either language quicker and easier.

- The Council uses a number of generic email addresses and these are all now available in both languages - the consultation on the updated Welsh Education Scheme for example notes both **education@caerphilly.gov.uk** and **addysg@caerffili.gov.uk** as contact addresses for submitting comments on the draft scheme.

- In addition to the main website, the Council has a number of satellite sites on specific topics e.g. the annual Big Balloon event, Sports Development etc. The links have been all been translated as the most recent round of updates and the pages themselves are now in the rolling programme to be done. In the meantime, each site has a holding page in Welsh, which outlines the developmental work and has the links to the relevant email addresses.

- The translation memory system Déjà Vu continues to demonstrate success in achieving efficiency savings and as the Council uses a mix of internal translators for immediate work and to a lessening extent, external companies for larger more complex documents, analysis of the work undertaken shows that costs continue to be kept at around £20,000 per year less than in previous years before the software was introduced.

- The Council's CyberK8 text messaging system has been in place since September 2003, and continues to allow members of the public to sign up in Welsh to receive text messages on Healthy Living, What's On, Leisure, Council News, Roadworks, Live Music, Youth News, General Council Info and Road Safety.

- The Council has in place a 24 hour fully bilingual telephone payments system that allows members of the public to make credit or debit card payments for Council Tax, NNDR, Housing, Welsh Water, Rent, Parking Fines, Sundry Debtors and Housing Benefit Repayments.

APPENDIX A -

BILINGUAL YOUTH SUPPORT DEVELOPMENT SELF ASSESSMENT TOOL

A. Forward Planning

1. Arrangements for youth service provision are both constant and standard.

Evidence	Achievement
☐ The partnership has an action plan that identifies how opportunities for young people to use their Welsh are provided and developed across the Authority in accordance with the partnerships mission statement ✓ An action plan is due to be developed by the Welsh Language Strategy Group (for children and young people 11-25 and their families), which will take forward the findings of the Cymryd Rhan audit of needs of young Welsh speaker. ✓ The Caerphilly Children & Young People's Plan states under Core Aim 5 that all children & young people be able to access services in their preferred language, and express their identity and culture freely. ✓ The Caerphilly Children & Young People's Plan states that the Children & Young People's Partnership will ensure the active promotion of Welsh culture and the use of the Welsh Language.	☐The Caerphilly Children & Young People's Plan has now been completed and will be monitored and developed by the Children & Young People's Partnership.

☐The plan encompasses all partnership provision and is authorised by them. ✓ The Caerphilly Children & Young People's Plan is the overarching strategic plan for all services for children and young people in the Borough	☐ The Caerphilly Children & Young People's Plan has now been completed.
☐The plan contains first rate objectives. ✓ Specific objectives will be identified within operational planning and will be outcomes focussed	☐

☐Plan contains performance indicators that pertain to developing and increasing Welsh language provision.
   ✓ The Core Aim Groups will develop specific actions plans under the Caerphilly Children & Young People's Plan and progress against these will be monitored and ultimately reported back to the Children & Young People's Partnership.
   ✓ The Welsh Language and culture Strategy Group will also monitor the specific actions and will act as champions for young Welsh speakers and their families
	☐

☐The appropriate arrangements are in place to assist and facilitate the implementation of the plan. ✓ The Caerphilly Children & Young People's Plan will be developed and implemented through the Core Aim Groups.	

B. Status, attitude and understanding

2.	Setting the language at the heart of the agenda.

Evidence	Achievement
☐ The Welsh language is part of every discussion during partnership meetings and is seen as a natural part of the agenda. ✓ Welsh language issues are discussed at Children & Young People's Partnership meetings. ✓ Welsh Language Strategy Group representative also sits on the Performance Management Group and acts as champion	☐ Positive decisions are made concerning Welsh language provision during meetings.
☐ The organisation of the partnership gives appropriate consideration to the Welsh language. ✓ Following consultation with Welsh speaking partnership members it was decided that it is not feasible or warranted to conduct all meetings bilingually ✓ Following a test pilot and a consultation with Welsh speaking partnership members it was decided that it is not feasible to provide papers for all meetings bilingually.	☐ Following consultation, pilot, discussion and agreement, papers are not provided in Welsh and members cannot present papers in Welsh at Partnership Board meetings. However, all documents produced by the Partnership are produced bilingually.
☐ The Welsh language is heard regularly in meetings. ✓ Reports and updates from Welsh language strategy group will be delivered in Welsh	☐ Welsh language organisations continue to play a key role in partnership work.
☐ An appropriate system is in place to ensure that the Welsh language is represented. ✓ Welsh Language Strategy Group representative sits on the Performance Management Group and acts as champion	☐ Welsh language organisations continue to play a key role in providing and planning opportunities for young people to use their Welsh.

☐There is a strong relationship between the partnership and Welsh language organisations.
   ✓ Welsh Language Strategy Group performs an integral role in championing the Welsh language and culture and promoting a strong relationship between the partnership and Welsh language organisations
   ✓ The Children & Young People's Partnership is aware of relevant strategic language plans and guidance such as Iaith Pawb and Welsh Language Board Guidance on the Development of Bilingual Youth Support Services.
   ✓ Welsh Language organisations attend INTERACT events.
	☐ Welsh Language organisations attend events such as INTERACT and are are invited to attend other events organised by the Children & Young People's Partnership.

☐ There is a practical system for communicating interest for providing services through the medium of Welsh. ✓ Action planning via Caerphilly Children & Young People's Plan and planning arising from Cymryd Rhan project will develop Welsh language provision	☐ The Children & Young People's Partnership has acknowledged its need to develop Welsh language provision and has included it in its action plan.

☐There is a clear system in place for collecting and using useful information about Welsh.
   ✓ Profiling information re Welsh speakers in the borough is available via the Equalities Unit and Welsh Language Officer CCBC (who is also Chair of Welsh Language Strategy Group)
   ✓ Plans will be developed via Welsh Language Strategy Group to ensure that periodic audits of need and provision are undertaken
   ✓ The Caerphilly Children & Young People's Partnership's Youth Support Services Self Assessment Report (SAR) asks all youth
	☐ The Partnership are using the resources available to them.

support services to report on the numbers of young Welsh speakers accessing their projects, along with levels of fluency- this is an annual process	
☐ The language profile of the area has been analysed for the purpose of the service. ✓ Profiling information re Welsh speakers in the borough is available via the Equalities Unit and Welsh Language Officer CCBC (who is also Chair of Welsh Language Strategy Group) ✓ Plans will be developed via Welsh Language Strategy Group to ensure that periodic audits of need and provision are undertaken ✓ The Caerphilly Children & Young People's Partnership's Youth Support Services Self Assessment Report (SAR) asks all youth support services to report on the numbers of young Welsh speakers accessing their projects, along with levels of fluency- this is an annual process	☐ There is ownership over the language agenda.
☐ The partnership works in accordance with key strategies. ✓ Welsh Language Strategy Group performs an integral role in championing the Welsh language and culture and promoting a strong relationship between the partnership and Welsh language organisations ✓ The Caerphilly Children & Young People's Partnership is aware of relevant strategic language plans and guidance such as Iaith Pawb and Welsh Language Board Guidance on the Development of Bilingual Youth Support Services.	☐ The Children & Young People's Partnership has access to staff with the skills to encourage use of the Welsh Language amongst young people and this facility has been utilised at events run by the Partnership.

☐ The partnership has identified the support needed by different officers in the field.
  ✓ Profiling information re Welsh speakers in the borough is available via the Equalities Unit and Welsh Language Officer CCBC (who is also Chair of Welsh Language Strategy Group)
  ✓ Plans will be developed via Welsh Language Strategy Group to ensure that periodic audits of need, staffing and provision are undertaken
  ✓ Staff within CCBC are profiled re language needs
  ✓ The Caerphilly Children & Young People's Partnership's Youth Support Services Self Assessment Report (SAR) asks all youth support services to report on the numbers of young Welsh speakers accessing their projects, along with levels of fluency- this is an annual process	

☐ Language awareness training is available to all youth workers.
  ✓ Welsh language awareness training was available to all youth support services via INTERACT event in May 2008. This was followed up with further information sent to participants.
  ✓ Cascade of training will be planned to ensure all youth support services staff are reached and this will also be considered via Youth Service training group
  ✓ Development of Welsh Language Practitioners group also in development	

☐ Those responsible for planning Welsh language services have received appropriate language training.
   ✓ Welsh language awareness training was available to all youth support services via INTERACT event in May 2008. This was followed up with further information sent to participants.
   ✓ Cascade of training will be planned to ensure all youth support services staff are reached and this will also be considered via Youth Service training group
   ✓ Welsh Language Practitioners group also in development	

☐ Key staff are able to foster an understanding of and cultivate positive attitudes towards the language.
   ✓ Welsh language awareness training was available to all youth support services via INTERACT event in May 2008. This was followed up with further information sent to participants.
   ✓ Cascade of training will be planned to ensure all youth support services staff are reached and this will also be considered via Youth Service training group
   ✓ Development of Welsh Language Practitioners group	

C. Consulting with young Welsh speakers

3. The partnership has a clear policy for consulting through the medium of the Welsh language on language issues.

Evidence	Achievement
☐ We have suitable bilingual staff for the purposes of consultation. ✓ Welsh Language Strategy Group, and Practitioners Group in development ✓ Menter Iaith, URDD and Welsh speaking Youth Service Staff work with the Children & Young People's Partnership ✓ Welsh Youth Work OCN available to staff	☐ The Children & Young People's Partnership has access to staff with the skills to encourage use of the Welsh Language amongst young people and this facility has been utilised in recent consultation events run by the Partnership.
☐ We know how to reach young Welsh speakers. ✓ Young Welsh speakers consultation group established following Cymryd Rhan project ✓ Caerphilly Children & Young People's Partnership's Self Assessment Report (SAR) asks all youth support services to report on the numbers of young Welsh speakers accessing their projects, along with levels of fluency. ✓ Menter Iaith, URDD and Welsh speaking Youth Service Staff work with the Children & Young People's Partnership	☐ Children & young people from Welsh medium schools were involved in a recent consultation event run by the Children & Young People's Partnership.

☐ We foster suitable methods to encourage participation through the medium of Welsh. ✓ Core Aim 5 of the Caerphilly Children & Young People's Plan includes a specific commitment to this, which is detailed within the Participation Strategy ✓ Simultaneous translation available upon request at all borough wide Youth Forum meetings & conferences ✓ 13 Welsh speaking reps on Youth Forum and will be developing further structures to ensure true representation	

D. Staffing and Resources

5. Making appropriate arrangements for ascertaining the need for bilingual skills and the fulfilling the need for more Welsh language services for young people.

Evidence	Achievement
☐There are measures in place to recruit and train bilingual staff. ✓ Welsh Language Strategy Group and Practitioners Group in development ✓ Menter Iaith, URDD and Welsh speaking Youth Service Staff work with the Children & Young People's Partnership ✓ Welsh Youth Work OCN available to staff	☐ There are enough members of staff available to meet service requirements as they are developed.

☐An analysis of the need for bilingual skills has been completed by mapping the location of bilingual staff and identifying gaps.
    ✓ CCBC youth work staff are subject to language profiling via Equalities Unit
    ✓ Plans will be further developed to incorporate mapping the location of bilingual staff in youth support services
	☐ Officers who are learning Welsh and fluent speakers are able to use the language in their work.

☐ Employment positions are denoted as Welsh essential/ desirable. ✓ CCBC positions state this.	
☐ Recruitment targets ensure enough bilingual staff.	
☐ A clear policy is being followed whilst recruiting bilingual staff. ✓ There is a clear recruitment and selection policy and procedures which are used for all CCBC appointments.	
☐ Learning and improvement programmes are being organised.	
☐ Vocational courses are available in Welsh.	

APPENDIX B -

LINGUISTIC PROFILE OF WORKFORCE - WELSH LANGUAGE ABILITY BY SERVICE AREA AND FLUENCY AS AT 31st MARCH 2009

i) OVERALL STAFF FIGURES

	Total Staff	Welsh Speakers	%
Chief Executive's Department			
Economic Development, Tourism and European	195	4	
Performance and Policy	56	13	
Total	**251**	**17**	**6.8**
Corporate Services			
Corporate Finance	219	4	
ICT and Property Services	245	8	
Legal Services and Monitoring Officer	27	1	
Personnel Services	109	6	
Procurement	24	0	
Total	**624**	**19**	**3.0**
Directorate of Social Services			
Adult Services	1,151	19	
Children's Services	284	3	
Resourcing & Performance	111	3	
Total	**1,546**	**25**	**1.6**
Directorate of the Environment			
Building Maintenance DLO	283	2	
Engineering	227	6	
Housing	254	5	
Planning Services	111	8	
Public Protection	124	6	
Public Services	853	3	
Total	**1,852**	**30**	**1.6**

Directorate of Education & Leisure			
Learning, Education and Inclusion	4,298	104	
Lifelong Learning & Leisure	1,685	21	
Planning & Strategy	33	3	
Total	**6,016**	**128**	**2.1**
COUNCIL TOTALS	**10,289**	**213**	**2.1 %**

NB - As can be seen from the table, this year the numbers of Welsh speakers per service area have been included for the first time, though under-reporting remains an issue to be addressed.

The table has been updated to reflect structural changes within the organisation since the report last year and the improved reporting data from the TRENT payroll system.

As with last year's report, the figures in B i) are the total number of people per directorate who have completed the Linguistic Skills form noting Welsh Language skills. The figures shown in B ii) to B vi) referring to levels of fluency of Welsh speakers per service area cannot be compared directly with the above totals because for example, in Performance and Policy (the second section in B ii) the "Fluently" column refers to 7 people who can read, speak, understand and write fluently, not 28 different members of staff.

ii)   CHIEF EXECUTIVE'S DEPARTMENT

ECONOMIC DEVELOPMENT

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	2	1	1		
	Speaking	1	1	2		
	Understanding	2				2
	Writing	2		2		

PERFORMANCE AND POLICY

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	7		2	3	1
	Speaking	7		1	5	
	Understanding	7		1	4	1
	Writing	7			5	1

iii)   CORPORATE SERVICES

CORPORATE FINANCE

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading		3	1		
	Speaking		2	1	1	
	Understanding		1	1	1	1
	Writing		1	2	1	

ICT AND PROPERTY SERVICES

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	2	1		4	
	Speaking	2	1		5	
	Understanding	3		2	3	
	Writing	3		1	4	

LEGAL SERVICES AND MONITORING OFFICER

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading			1		
	Speaking			1		
	Understanding			1		
	Writing			1		

PERSONNEL SERVICES

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	2	2	1	1	
	Speaking	2	2	1	1	
	Understanding	2	2	1	1	
	Writing	2	2	1	1	

PROCUREMENT

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading					
	Speaking					
	Understanding					
	Writing					

iv)   DIRECTORATE OF SOCIAL SERVICES

ADULT SERVICES

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	4	8	2	4	1
	Speaking	6	4	3	6	
	Understanding	5	4	1	5	4
	Writing	4	7	2	5	1

CHILDREN'S SERVICES

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	1		1	1	
	Speaking	1		1	1	
	Understanding	1		1	1	
	Writing	1		1	1	

RESOURCING & PERFORMANCE

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading		1		2	
	Speaking			1	2	
	Understanding		1		1	1
	Writing			1	2	

v) DIRECTORATE OF THE ENVIRONMENT

BUILDING MAINTENANCE DLO

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	1		1		
	Speaking	1		1		
	Understanding	1		1		
	Writing	1		1		

ENGINEERING

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	1	1	2	1	1
	Speaking	1	2	2	1	
	Understanding	1	2	2	1	
	Writing	1	1	2	1	1

HOUSING

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	3			2	
	Speaking	3			2	
	Understanding	3			2	
	Writing	3			2	

PLANNING SERVICES

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	1	1	2	4	
	Speaking	1	1	1	5	
	Understanding	1		3	3	
	Writing	1	1		6	

PUBLIC PROTECTION

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	2			4	
	Speaking	2			4	
	Understanding	1	1	1	3	
	Writing	1	1		4	

PUBLIC SERVICES

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	1		2		
	Speaking	1		1	1	
	Understanding	1		1	1	
	Writing	1		1	1	

vi)   DIRECTORATE OF EDUCATION & LEISURE

LEARNING, EDUCATION AND INCLUSION ******

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	81	5	8	10	
	Speaking	79	6	8	11	
	Understanding	20	3	7	10	64
	Writing	77	8	6	12	1

LIFELONG LEARNING & LEISURE

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	7	2	2	10	
	Speaking	7	3	1	10	
	Understanding	4	1	2	10	4
	Writing	7	1	2	11	

PLANNING & STRATEGY

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	2			1	
	Speaking	2			1	
	Understanding	2			1	
	Writing	2			1	

**   **NB - the figures for this service area continue to include all school based staff including teachers, which is why the figures appear so much higher than any other service area. It remains a target that school based staff will be able to be shown separately in future analyses.**

APPENDIX C - Welsh Language Training 2008-2009

- **101 people attended Welsh Language training courses during 2008/09.**

- **The Welsh for Schools staff are included in the overall Education figures.**

WELSH COURSES BREAKDOWN - 08/09

GENDER	MALE	FEMALE	TOTAL	
MALE	21	0	**21**	**101**
FEMALE	0	80	**80**	

DIRECTORATE	MALE	FEMALE	TOTAL	
CHIEF EXEC	2	7	**9**	
CORPORATE SERVICES	1	3	**4**	
EDUCATION & LEISURE	9	49	**58**	**101**
ENVIRONMENT	6	3	**9**	
EXTERNAL	1	11	**12**	
SOCIAL SERVICES	2	7	**9**	

AGE	MALE	FEMALE	TOTAL	
16 - 24	1	14	**15**	
25 - 34	5	20	**25**	
35 - 49	9	35	**44**	**101**
50+	6	10	**16**	
ND	0	1	**1**	

EMPLOYMENT STATUS	MALE	FEMALE	TOTAL	
FULL TIME	20	60	**80**	
PART TIME	1	18	**19**	**101**
ND	0	2	**2**	

GRADE/SALARY	MALE	FEMALE	TOTAL	
£11000 OR LESS		11	**11**	
£11,000 - £20,000	6	41	**47**	
£20,000 +	14	26	**40**	**101**
ND	1	2	**3**	

ATTENDANCE	MALE	FEMALE	TOTAL	
WORK TIME	13	25	**38**	
OWN TIME	6	52	**58**	**101**
ND	2	3	**5**	

DISABLED	MALE	FEMALE	TOTAL	
DISABLED	0	0	**0**	
NOT DISABLED	20	78	**98**	**101**
NOT WILLING TO DECLARE	1	2	**3**	

ETHNICITY	MALE	FEMALE	TOTAL	
WHITE BRITISH	18	74	**92**	
WHITE OTHER	3	4	**7**	**101**
ASIAN OTHER	0	0	**0**	
NOT WILLING TO DECALRE	0	2	**2**	

DROP OUTS	MALE	FEMALE	TOTAL	
CHIEF EXEC	0	1	**1**	
CORPORATE SERVICES	0	0	**0**	
EDUCATION	0	2	**2**	
ENVIRONMENT	0	2	**2**	**9**
EXTERNAL	0	3	**3**	
SOCIAL SERVICES	0	1	**1**	

APPENDIX D

EXECUTIVE EQUALITY GROUP ASSESSMENT TOOL
Gauging the Council's Commitment to the Equalities Agenda

SERVICE DELIVERY **CULTURE / AWARENESS**

Stage 1a

Equality Impact Assessment / Integration Tool

Identifies where the service area is positioned and what it needs to do to integrate Equalities into the design of Service Delivery.

- Identification and prioritisation of policies/procedures in the Service Area for EIA process.

Equality Actions in the Council's Equality Schemes

These are the agreed corporate actions that the service area can pull down to to a practical level in their area in order to integrate Equalities into the design of Service Delivery.

- Identification and prioritisation of actions in the Equality Schemes, related back to the service area for progress.

Consultation / Satisfaction / Complaints

Monitoring all types of customer feedback by Equalities categories to identify potential areas for improvement.

- Use of customer feedback, both positive and negative, to integrate Equalities into the design of Service Delivery.

Stage 1b

Training

Must be aimed at *all* levels of the organisation and every category of staff to ensure a consistent message and should cover the following :-

- Legal Framework
- Ethical Responsibility
- Culture of Service
- Authority-wide Commitment
- Awareness
- Customer Care

Training can be targeted however in that some elements above will be more directly relevant to managers (e.g. legal framework) and some will be more relevant to front-line staff (e.g. awareness and customer care) and so the emphasis of the list can be changed depending on the staff being trained.

Stage 2

Annual Service Improvement Plans (SIPs)

Designed to introduce the discipline of each service identifying how it intends to improve service delivery and measure performance.

- Issues identified in Stages 1a and 1b should be carried through into the SIP to show that the identification of issues and planning how to deal with them are properly linked.

Stage 3

Action Plan

The relevant parts of the SIP can be extracted as a separate document for the service area to have its own Equalities Action Plan.

- Note the actions to be taken to develop Equalities work.
- Identify timescales and milestones, resource requirements and owners.
- Note how these actions will be monitored to demonstrate progress in service delivery.

Executive Equality Group Role

The Executive Equality Group has a fundamental role in ensuring that the Council delivers on the Equalities Agenda -

- Following progress of Service Areas from Stages 1a and 1b through to Stage 4 and back again.
- Overview of the monitoring of the SIPs that are developed in Stage 2.
- Agreeing the action plans that are developed in Stage 3.
- Supporting Service Areas in the work that they do and note good and best practice.
- Challenging poor performance in cases where lack of progress cannot be adequately explained.
- Challenging Service Managers where responsibilities may have been ignored.
- Providing regular reports to Scrutiny / Cabinet etc. on development and noting both poor performance and good practice.

Stage 4

Executive Equality Group Review Function

To examine where the service area has reached after undertaking Stages 1-3.

- Return to the Stages 1a and 1b for the following year.