Welsh Language Scheme

Annual Monitoring and

Improvement Report

2009 - 2010

Prepared in accordance with the requirements of

BWRDD YR IAITH
GYMRAEG · WELSH
LANGUAGE BOARD

30th June 2010

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Introduction

This monitoring and improvement report reflects the work done during the financial year 2009/2010 and is the first report dealing with the targets and actions of the Council's fourth Welsh Language Scheme, which was approved on 16th June 2009.

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 and will be undertaking an update during 2010, as part of developing a Single Equality Scheme.

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 **(Equalities and Welsh Language)** **Telephone: 01443 864353**	**Equalities Training Co-ordinator** **(includes all Welsh Language training)** **Telephone: 01443 864404**
Welsh Language Translation Co-ordinator **Telephone: 01443 864377 (vacant post)**	**Welsh Language Translation Co-ordinator** **Telephone: 01443 864344**

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The annual report has been through the internal endorsement process via the Divisional Management Team on the 7th May, Corporate Management Team on the 27th May, Policy and Resources Scrutiny Committee on 8th June and Cabinet on the 22nd June.

The annual report was then presented to the Welsh Language Board by the due date of 30th June 2010. It is also available to download on the Council's website on the Welsh Language page at **www.caerphilly.gov.uk/equalities**.

Annual Monitoring and Improvement Report 2009 - 2010

1.   Welsh Language Scheme Compliance

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

Progress has been made in a number of areas during the year, however the table below will show that some targets have not been achieved as yet. It is important however to place this report in the wider context of Council work. Aside from the financial conditions affecting the country, within the Council a number of staffing changes and restructures have taken place during 2009/2010 that have affected resources and capacity.

The former Policy Officer (Equalities) retired during 2009 and the duties involved with that post were merged with those of the Policy Officer (Welsh Language). Whilst this has led to less dedicated time being devoted to Welsh Languages issues it has also allowed for greater cohesion between general Equalities related issues and the inclusion of Welsh Language matters in areas where it may have been overlooked in the past.

This report, taken in full, will reflect these changes and demonstrate that even during a transition year, where a new Welsh Language Scheme and new internal structure have been implemented, progress and development has still taken place.

NO.	ACTION	2009/2010 TIMETABLE PROGRESS
1	**WL Indicator 1** To monitor and report annually the number and % of the sample of third parties monitored that conform to the requirements of this Scheme in the following areas:- (i) care services (ii) youth and leisure services (iii) pre-school provision	(i) No progress as yet due to other priorities. (ii) and (iii) - see Section **2 (i)** and **Appendix A** of this report.
2	**WL Indicator 2** To undertake exercise with Personnel and Service Managers to identify posts in each Service Area where Welsh skills would be essential.	Ongoing work, not prioritised due to Job Evaluation, Equal Pay and recruitment freeze.
3	**WL Indicator 3** To ensure that Welsh Language issues are an integral part of all e-Government projects.	See section **8** of this report.
4	**WL Indicator 4** To monitor the number and % of staff who have received training in Welsh to a specific qualification level and the number and % of staff who have received language awareness training.	See section **4 i)** and **Appendix C** of this report

5	**WL Indicator 5** To distribute quarterly language skills statistics to assist with service planning in relation to the Welsh Language Scheme - section 2.2.	See section **3 i)** of this report.
6	**WL Indicator 6** To monitor the number of complaints received in relation to the operation of the Language Scheme and dealt with in accordance with corporate standards.	See section **2 iii)** of this report.
7	To produce an annual analysis report on all Service Improvement Plans that shows how Welsh language actions are being implemented by service areas.	Completed for 08/09 during 2009 - see section **6 i)** of this report.
8	To adopt and implement a standing directive that reports presenting new or updated policies and initiatives carry an assessment of the likely impact of the Scheme (as noted in **Section 2.1**).	Completed September 2009 - guidance available on the Intranet and presentation made to the council's Management Network.
9	To produce an annual monitoring and improvement report (as noted in **Section 3**).	Completed annually and submitted by the national deadline.
10	To issue supplementary guidance corporately or to service areas on specific areas of work.	See section **5 iv)** of this report.
11	To make 35% of website available in Welsh by end of March 2009, minimum of 10% increase per year afterwards on a rolling programme basis (HTML web pages - this % target does not include pages in downloadable documents).	See section **8** of this report.
12	To carry out Equality Impact Assessments on all corporate policies.	See section **5 i)** of this report.
13	To undertake 4 thematic surveys on specific service areas in partnership with the Menter Iaith.	See section **5 ii)** of this report.
14	To develop full proposals for Language Services Team, in conjunction with Customer First, Personnel and CMT.	Delayed - to be actioned during 2010/11

2.   Welsh Language Front Line Services

i)   Children and Young People's Partnership

During 2009, the CYPP restructured the sub-groups and the previous Welsh Language Strategy Group was disbanded. Welsh Language and Equalities issues have now become a core cross-cutting theme of the 7 CYPP Core Aims and the Policy Officer (Equalities and Welsh Language) sits on the CYPP Coordinators' group, which includes the chairs of all 7 Core Aim groups and the CYPP Coordinator, thus having access to all groups and input into action plans and reports and a direct link with the CYPP Board.

There are developments around a Quality Mark for youth support work agencies, one part of which covers Welsh Language issues. Previously a voluntary achievement, this is now moving towards becoming a requirement in order for organisations to receive public financial and other support and also accreditation endorsed by the CYPP.

The INTERACT events continue to be held 4 times a year and Welsh Language issues are discussed regularly. The Policy Officer (Equalities and Welsh Language) gave a presentation to INTERACT in December 2009 on Equalities in general but this also covered a number of specific Welsh Language provision issues as well.

Identified areas for possible future development are :- mainstreaming; increasing staff capacity via recruitment and/or training; creating a Welsh langauge practictioners group.

See **Appendix A** for the information requested by the Welsh Language Board in their pro-forma template on the Reporting on Welsh Medium Youth Service Provision indicator.

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

Payroll Data

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

Staff Training

The Training Strategy was introduced in September 2001 and **882** people have now been on conversational Welsh courses (see **Section 4**) and coupled with the awareness of all main receptions, contact centres or one stop shops of the contact details of the Welsh speaking staff in the Policy Unit and elsewhere, this ensures that a reasonable and improving service can be offered.

Customer Contact

Further to the above however, one interesting trend has been noted during 2009/10 in terms of Welsh language service provision - though **Section 8** covers e-Government issues more generally it is appropriate to note this particular issue here as it is very relevant to Welsh Language Indicator 2.

The introduction of the Welsh versions of the generic email addresses has led to an increase in the use of email to contact the council in Welsh. Monitoring is not fully possible at the moment but this is being looked at for future reports, however an approximate 15% increase has been calculated using the emails that are sent for translation to the Policy Unit, where no Welsh speaker is available in the section responsible for the email address used.

Despite **cymraeg@caerphilly.gov.uk** being available for many years and used successfully, the perception by the public has been that although the service they receive will be in Welsh, it is not an officer who knows the detail of their query that will receive the message but a central team.

The perception of contacting an address such as **trethycyngor@caerffili.gov.uk** with a query or complaining directly to **cwynion@caerffili.gov.uk** rather than a central Welsh address is subtly different in that implies from the outset that every specific address has a Welsh speaker associated with it.

More research could be done nationally on this to discover whether it is a definite trend, however the obvious accessibility of Welsh services electronically in CCBC now that the generic email addresses are in place does appear to be having an impact on service usage by Welsh speakers in the county borough.

Recruitment

Recruitment of staff at the Customer First centres remains an ongoing area of work however currently 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. It is recognised that this is not ideal in terms of service delivery.

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

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

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3.2   COMPLAINTS

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

   i)   Complaints in Welsh that concern a specific service area;

   ii)   Complaints in either language, concerning the implementation of the Welsh Language Scheme itself.

3.2.2   All complaints will be dealt with in accordance with the corporate Complaints policy, but with the added need for translation of all incoming and outgoing correspondence on the matter, in line with the Editorial Policy (see **Appendix A**).

3.2.3   Complaints can be made in writing, by telephone or by email to the Council's dedicated address **complaints@caerphilly.gov.uk**.

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, the details of which are noted in last year's annual report but overall the Council at the time was rated as only partially complying with the approved Welsh Language Scheme in the final analysis.

Following on from the Risk Assessment, arrangements were made during 2009/2010 to deal with this long-standing issue and the system now notes that 4 instances that can be classed as complaints falling under **ii)** above occurred during the financial year.

2 were cases of members of the public complaining that the Welsh Language Scheme was too costly to implement and Newsline should be in English only to save money, 1 was a complaint about poor standards of translation in Newsline and 1 was an instance where an electoral registration form had been received in English only.

The matters were all dealt with appropriately, in accordance with the Corporate Complaints procedure and no follow up correspondence has been received to date to indicate any further issues.

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 2009/10 can be seen in **Appendix B**.

During the year, further discussions were held with many Service Areas as they developed their annual service improvement plans (SIPs) for 2010/11. 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.

The new SIP template (see **Section 6 i** and **Appendix D** for more details) also specifies language issues as part of service improvement and so more data gathering will be evidenced over the next few years. To date however, little progress has been made in increasing the number of Linguistic Skills returns into the payroll system and the situation remains largely unchanged from 2008/09.

ii)   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 is included with the information sent out to organisations and individuals who are tendering for council contracts.

Monitoring of contracts, including the Equalities aspects, forms part of the annual service improvement plan.

The policy has been in place since April 2004 and was updated in early 2009 and again in February 2010 to reflect changes in legislation. It is anticipated that the policy will be revised again during 2010/2011 in order to ensure compliance with the new Equalities Act 2010 and any future revision will also take into account any new requirements that may placed on the Council under the new Welsh Language Measure.

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 since 2007.

By the academic year 2009/10, **882** 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)*
2009 – 2010	48	50	98	*(13)*
TOTALS	**552**	**330**	**882**	*(94)*

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 full breakdown of this training data for the 98 learners in 2009/2010 can be found in **Appendix C** however in broad terms, the numbers are made up of 60 members of Caerphilly CBC staff, 2 trainees from the Future Jobs Fund scheme and 36 staff from partner organisations, of which 34 were from Early Years Provider organisations following a project to ensure more staff from this sector were able to access conversational Welsh classes to help in their service delivery.

5. Mainstreaming

i) *General*

Equality Impact Assessments covering every Equalities strand including Welsh Language are undertaken on corporate policies. The exercise to assess every corporate policy on the original list that was used from 2005 (146 identified policies) was completed by March 2009 and of that 146, only 96 had been assessed.

The corporate policy list is being updated during 2010 and the process will begin again with an updated EIA assessment form that was introduced during 2009. The updated form is attached as **Appendix G.**

This process 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.

ii) *Welsh within the community and workplace*

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

The updated 2009-2012 Welsh Language Scheme commits to a 3-year contract of 4 thematic exercises per year in its action plan between Caerphilly CBC's Policy Unit and the Menter Iaith.

During 2009/10 the four projects dealt with Events, Attractions, email usage and a mapping exercise of Welsh language activities in the county borough.

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, Core Aim 5 in particular, in delivering the Welsh language and culture aspects of the Single Plan.

iii) Support to Service Areas

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

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

The data from Ffynnon shows the following quarterly information :-

2009 / 2010 Period	Target	Actual
Apr - Jun	32 contacts	29
Jul - Sep	32 contacts	32
Oct - Dec	32 contacts	44
Jan - Mar	32 contacts	57
Totals	**128**	**162**

The contact and awareness raising has proved valuable in getting a consistent message across service areas and the quarterly target has been raised to 40 contacts for 2010/2011.

Further, it is anticipated that future SIPs will show a marked improvement as the awareness raising being undertaken, together with the new SIPs Equalities template shown in **Appendix D** has and will continue to help focus service delivery on to Welsh language issues alongside the other Equality strands.

iv) Supplementary Guidance to CCBC staff

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

For 2009/10. the target was:-

- A full Editorial Policy
- Signage Guidance
- How to arrange Written, Face-to-Face and Simultaneous Translation Work.

During the year however, 4 sets of guidance have been produced, slightly different from the list above and the method of distribution has been different from what was originally intended, as noted below.

Learning and Development Intranet Site

During the summer of 2009 a new intranet site was developed whereby all staff would be able to access a full list of courses offered by Corporate Training.

The Policy Unit is represented on the Corporate Training Group and took advantage of this intranet development by successfully requesting that an additional section be added covering all Equalities training.

There is now a dedicated Equalities and Welsh Language section that lists all upcoming courses together with application forms, monitoring forms and terms and conditions of applying for places. All Welsh language courses, whether taster sessions, year courses or the regional 2 day sessions run jointly with other organisations across South East Wales under Grŵp Deddf are now advertised here.

This does not reach those staff without pc access and so a mailing list is kept for those groups and the course list and contact details are circulated to them separately.

The homepage of the site can be seen in **Appendix E** for information.

Translating and Interpreting Intranet Site

The Policy Unit followed up the development of the Learning and Development intranet site with a request that a similar site was created listing details of how to arrange for translation work in writing, over the phone, or face-to-face in Welsh, BSL and other languages.

The homepage of the Translating and Interpreting intranet site can be seen in **Appendix F** for information and for the Welsh language covers guidance and help on both written work and face-to-face matters.

The Welsh written work section covers information on how long different sized items are likely to take, together with the contact details of the Council's translators and the full Editorial policy on what should be translated as bilingual or separate versions, and what does not have to be translated.

The Welsh / English interpreting section covers face-to-face meetings and how to book simultaneous translation for meetings and events, with full contact details and cost implications.

This intranet site therefore covers two of the targets noted in the Welsh Language Scheme and as with the Learning and Development intranet site, the details can be circulated to those staff without pc access on request.

More so than with the Learning and Development intranet site and training availability however, the need to have translation facilities is more likely to be an issue with office based staff who do have access to pcs, so it was felt that this approach would be the most effective and target the right staff members.

Signage Guidance

The use of bilingual street name plates has long been an issue within the county borough and nationally. The detail was removed from the Welsh Language Scheme in order for the Planning Division to take an updated procedure through the committee process within the Council.

Originally this was due to take place in February 2010 but was deferred until 30th March 2010. The Regeneration Scrutiny Committee discussed the issues and recommended that the Council move to a 50/50 approach. This view was endorsed at Cabinet on 4th May 2010 and is therefore now the official Street Naming policy, however the detail of implementation has yet to be determined.

6. Analysis of Performance by Priority and Target

In addition to the timetable within the Welsh Language Scheme, shown at the beginning of this annual report, monitoring of the implementation of the Welsh Language Scheme is done via a number of other methods, including via Service Improvement Plans (SIPs) and, as outlined in section 3 (i) of the Scheme, thematic monitoring i.e. more detailed monitoring of a specific function, event or service as opposed to overall monitoring of compliance with the scheme as noted in **Section 5 ii)** above.

i) *Service Improvement Plans*

Though in previous analyses, Service Improvement Plans have shown a general lack of detail in terms of Welsh Language information, a common issue across all of the Equality strands, the annual analysis for the 2009/10 SIPs has shown an improvement in the level of detail and commitment.

The updated SIP template is attached as **Appendix D**. Welsh language is mainstreamed within the overall SIP monitoring process and this ensures that Service Managers must provide relevant information or they are at risk of their SIP being queried by Performance Management as being possibly incomplete.

ii) *Local Performance Indicators*

The Policy Unit also itself has 6 Equalities-related local indicators within the Ffynnon system for monitoring corporate performance. These are:-

- Number of Equalities courses run per quarter (which includes all Welsh Language training as detailed in **Section 4 i** and **Appendix C**)
- Number of Equality Impact Assessments assessed by Policy Unit (**Section 4 i**)
- Number of Service areas visited/contacted per quarter to offer Equalities and Welsh language advice, which includes help with training issues, translation issues, impact assessment support, SIP action planning and policy development (**Section 5 iii**)
- Number of SIPs reaching Level 2 or higher in the SIPS Annual Equalities Assessment (see **Section 6 i** above)
- % of staff with abilities to speak / use languages other than English (see **Section 3 i** and **Appendix B**)
- Annual notional savings of the Policy Unit using the Déjà Vu translation memory system (see **Section 8**)

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

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 percentage of pages translated remains at around 30% due to resource constraints, however regular updates on some sections are undertaken e.g. news, the Equalities section and specific sections at relevant times of the year e.g. Elections, Council Tax etc.

- The Council uses a number of generic email addresses and these are all available in both languages, for example **counciltax@caerphilly.gov.uk** and **trethycyngor@caerffili.gov.uk** are both valid.

- It was brought to our attention however that the website shortcuts were not working in Welsh despite the progress made the year previously. So for example though **www.caerphilly.gov.uk/equalities** would take you directly to that section of the Council's website, the equivalent of **www.caerffili.gov.uk/cydraddoldeb** would take you to a blank page. This was raised with the Web Team in March 2010 along with other issues and is in the process of being resolved.

- The translation memory system Déjà Vu continues to demonstrate success in achieving efficiency savings; analysis of the work undertaken shows that costs are now at around £27,000 per year less than the 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 -

Reporting on Welsh Medium Youth Service Provision

1)	**Provision**
	The CYPP works at an operational level with the local Menter Iaith, the Urdd, Mudiad Ysgolion Meithrin and others to meet the Welsh medium needs of young people and the Menter Iaith has undertaken research with local young Welsh speakers on what their specific needs are and what perceived gaps exist.

Mapping the present Welsh medium provision and a further gap analysis however would help identify current issues for 2010/2011, so for example, the Menter Iaith's Chief Officer and the Council's Policy Officer (Equalities and Welsh Language) will be meeting with the Core Aim 5 group during the summer of 2010 in order to progress this work. |
| 2) | **Co-operation with Partners** |
| | The Council has a number of SLAs with various organisations and works in partnership on many projects over and above these formal agreements. The Youth Service and CYPP are promoting the revision of methods of data collection to encourage anlaysis of Welsh medium provision. This will allow the organisations to be able to identify and record language requirements and develop relevant actions and targets for future plans.

Much of the CYPP work involves SLAs with partners either by core funding projects or through Cymorth grants. Every SLA currently contains Welsh language issues as part of the terms and conditions however there may be scope to strengthen this aspect and this will be looked at during 2010/2011.

The CYPP is fully committed to the Council's Welsh Language Scheme and this is reflected in the services provided and the work of the Core Aim groups. The partners and Core Aim groups can be held to account via evidence or lack of evidence in the monitoring and evaluation processes. If anything is found to be lacking in terms of Welsh language and the wider Equalities areas, then funding can be delayed or even withdrawn until the issues are resolved. |
| 3) | **Staff Skills** |
| | The partnership and all sub-groups that sit underneath it are moving towards a Results Based Accountability framework and staff are receiving RBA training at the moment. This will also lead to changes in how the work of the CYPP is developed and implemented

It is hoped that the joint-working with the Menter Iaith and the Urdd can continue in terms of training and developing qualified Welsh speaking youth workers. This is a project that has been in development for some time however has been |

		delayed in 2009/10. The courses have been translated by the YMCA and the Youth Service is fully committed to running these courses through the medium of Welsh in order to increase the number of Welsh-speaking staff. Corporately, the Council's Policy Unit run a series of courses covering the range of Equalities issues and conversational Welsh classes. These courses are free for Council staff but are open to partners as well for a very low cost. For example, Flying Start staff have received a 10 week Welsh course organised especially for them at a cost of £10 for the whole course - this was in order to help with raising the levels of Welsh language ability, confidence and understanding in this important project area.
4)	**Finance**	
		The Council's Youth Service, together with the Urdd and the Menter Iaith co-fund a Welsh Youth Worker post based in Ysgol Gyfun Cwm Rhymni. The Menter Iaith is allocated £9,000 from the Directorate of Education and Leisure per year in order to help fund the Welsh medium pre-school and after-school clubs. All other projects have Welsh language issues mainstreamed within their action plans and so the financing is not allocated as a separate provision.
5.	**Consultation**	
		The Youth Service is very strong on consultation with young people and ensures that young Welsh speakers are included in the process. The chair of the consultation group is from Ysgol Gyfun Cwm Rhymni for example. Also at a consultation event with primary school children in Llancaiach Fawr, one table was allocated to Welsh schools and the consultation with, and responses from those children was entirely through the medium of Welsh. The Policy Officer (Equalities and Welsh Language) works with the Youth Service, the CYPP in general, the Menter Iaith, the Urdd, Mudiad Ysgolion Meithrin and others to map the Welsh medium provision of all services and organisations acrosso the county borough. The latest version of the map will be ready during 2010 and not only will it note the current service provision, but will prove to be a valuable list of possible consultees across a wide range of services and organisations for the CYPP to deal with in order to ensure positive links with the Welsh speaking community in the county borough.

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	190	2	
Performance and Policy	54	11	
Corporate Services			
Corporate Finance	197	4	
ICT and Property Services	243	8	
Legal Services and Monitoring Officer	29	1	
Personnel Services	102	6	
Procurement	24	0	
Joint Total	**835**	**19**	**2.28**
Directorate of Social Services			
Adult Services	1,125	20	
Children's Services	280	3	
Resourcing & Performance	107	3	
Total	**1,510**	**26**	**1.72**
Directorate of the Environment			
Building Maintenance DLO	274	2	
Engineering	246	6	
Housing	200	4	
Planning Services	106	7	
Public Protection	119	6	
Public Services	956	3	
Total	**1,918**	**28**	**1.46**

Directorate of Education & Leisure			
Learning, Education and Inclusion	292	11	
Lifelong Learning & Leisure	1,789	16	
Planning & Strategy	30	2	
School Effectiveness (school based staff)	4,129	87	
Total	5,938	116	1.95
COUNCIL TOTALS	9,922	202	2.04

NOTES

- As can be seen from the low figures in the table, under-reporting remains a continuing issue to be addressed further during the next year.

- The Directorate of Education and Leisure section has been updated to reflect the separation of LEI and School Effectiveness figures.

- As with last year's report, the figures in B i) above are the total number of people per directorate who have completed the Linguistic Skills form noting Welsh Language skills.

- Employees who have posts in more than one Service Area and complete a form, may therefore be counted twice in the above figures. Therefore it may be that the Service Area figures do not add up to the Directorate total, or the Directorate totals may not add up to the Authority figure. They must all be treated as separate Headcount totals, even though the variance might be very small.

- The TRENT payroll system is due to be upgraded in the near future and it is anticipated that a greater reporting ability in terms of language usage will be available on completion.

- The figures shown in B ii) to B vi) that follow refer to levels of fluency of Welsh speakers per service area and cannot be compared directly with the totals shown in B i) because for example, in Performance and Policy (the second section below in B ii) the "Fluently" column refers to the same 5 staff members who can read, speak, understand and write fluently, not 20 different members of staff.

ii) CHIEF EXECUTIVE'S DEPARTMENT

ECONOMIC DEVELOPMENT

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	1	1	0	0	0
	Speaking	1	0	1	0	0
	Understanding	1	0	0	0	1
	Writing	1	0	1	0	0

PERFORMANCE AND POLICY

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	5	0	2	3	1
	Speaking	5	0	1	5	0
	Understanding	5	0	1	4	1
	Writing	5	0	0	5	1

iii) CORPORATE SERVICES

CORPORATE FINANCE

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	0	3	1	0	0
	Speaking	0	2	1	1	0
	Understanding	0	1	1	1	1
	Writing	0	1	2	1	0

ICT AND PROPERTY SERVICES

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	2	1	1	4	0
	Speaking	2	1	0	5	0
	Understanding	3	0	2	3	0
	Writing	3	0	1	4	0

LEGAL SERVICES AND MONITORING OFFICER

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	0	0	1	0	0
	Speaking	0	0	1	0	0
	Understanding	0	0	1	0	0
	Writing	0	0	1	0	0

PERSONNEL SERVICES

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	2	2	1	1	0
	Speaking	2	2	1	1	0
	Understanding	2	2	1	1	0
	Writing	2	2	1	1	0

PROCUREMENT

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	0	0	0	0	0
	Speaking	0	0	0	0	0
	Understanding	0	0	0	0	0
	Writing	0	0	0	0	0

iv)   DIRECTORATE OF SOCIAL SERVICES

ADULT SERVICES

Welsh		Fluently	Quite Well	Moderately	A Little	Undisclosed
	Reading	4	8	3	4	1
	Speaking	6	4	4	6	0
	Understanding	5	4	1	5	5
	Writing	4	7	3	5	1

CHILDREN'S SERVICES

Welsh		Fluently	Quite Well	Moderately	A Little	Undisclosed
	Reading	1	0	1	1	0
	Speaking	1	0	1	1	0
	Understanding	0	0	1	0	2
	Writing	1	0	1	1	0

RESOURCING & PERFORMANCE

Welsh		Fluently	Quite Well	Moderately	A Little	Undisclosed
	Reading	0	1	0	2	0
	Speaking	0	0	1	2	0
	Understanding	0	1	0	1	1
	Writing	0	0	1	2	0

v) DIRECTORATE OF THE ENVIRONMENT

BUILDING MAINTENANCE DLO

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	0	0	1	1	0
	Speaking	0	0	1	1	0
	Understanding	0	0	1	1	0
	Writing	0	0	1	1	0

ENGINEERING

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	1	1	2	1	1
	Speaking	1	2	2	1	0
	Understanding	1	2	2	1	0
	Writing	1	1	2	1	1

HOUSING

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	3	0	0	1	0
	Speaking	3	0	0	1	0
	Understanding	3	0	0	1	0
	Writing	3	0	0	1	0

PLANNING SERVICES

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	1	1	2	3	0
	Speaking	1	1	1	4	0
	Understanding	1	1	1	4	0
	Writing	1	1	0	5	0

PUBLIC PROTECTION

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	2	0	0	4	0
	Speaking	2	0	0	4	0
	Understanding	1	1	1	3	0
	Writing	1	1	0	4	0

PUBLIC SERVICES

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	1	0	2	0	0
	Speaking	1	0	1	1	0
	Understanding	1	0	1	1	0
	Writing	1	0	1	1	0

vi) DIRECTORATE OF EDUCATION & LEISURE

LEARNING, EDUCATION AND INCLUSION

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	6	0	2	3	0
	Speaking	5	1	2	3	0
	Understanding	3	0	1	3	4
	Writing	4	2	0	4	1

LIFELONG LEARNING & LEISURE

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	4	2	2	8	0
	Speaking	4	3	1	8	0
	Understanding	2	1	2	8	3
	Writing	4	1	2	9	0

PLANNING & STRATEGY

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	1	0	0	1	0
	Speaking	1	0	0	1	0
	Understanding	1	0	0	1	0
	Writing	1	0	0	1	0

SCHOOL EFFECTIVENESS ******

		Fluently	Quite Well	Moderately	A Little	Undisclosed
Welsh	Reading	72	5	4	6	0
	Speaking	71	4	5	7	0
	Understanding	16	3	5	5	58
	Writing	69	7	5	6	0

** **Historically the figures for this service have been included within Learning, Education and Inclusion. From now school based staff will be shown as a separate analysis - School Effectiveness. To compare this report with previous reports add the School Effectiveness figures to those of Learning, Education and Inclusion.**

APPENDIX C - Welsh Language Training 2009/2010

- **98 people attended Welsh Language training courses during 2009/2010.**

WELSH COURSES BREAKDOWN - 09/10

DIRECTORATE	MALE	FEMALE	TOTAL
CHIEF EXEC	2	3	**5**
CORPORATE SERVICES	2	3	**5**
EDUCATION & LEISURE	3	25	**28**
ENVIRONMENT	3	9	**12**
EXTERNAL	2	34	**36**
SOCIAL SERVICES	2	10	**12**

98

GENDER	MALE	FEMALE	TOTAL
MALE	14	0	**14**
FEMALE	0	84	**84**

98

AGE	MALE	FEMALE	TOTAL
16 – 21	1	2	**3**
22 – 35	5	41	**46**
36 – 49	6	26	**32**
50 – 65	1	9	**10**
66+	0	0	**0**
NOT DISCLOSED	1	6	**7**

98

DISABILITY	MALE	FEMALE	TOTAL
DISABLED	1	4	**5**
NOT DISABLED	11	73	**84**
NOT DISCLOSED	2	7	**9**

98

LONG TERM ILLNESS/HEALTH PROBLEMS	MALE	FEMALE	TOTAL
YES	0	6	**6**
NO	12	77	**89**
NOT DISCLOSED	2	1	**3**

98

MARITAL STATUS	MALE	FEMALE	TOTAL
SINGLE	4	15	**19**
MARRIED	5	47	**52**
SEPARATED	0	1	**1**
DIVORCED	0	3	**3**
CIVIL PARTNERSHIP	0	0	**0**
LIVING WITH PARTNER	4	17	**21**
WIDOWED	0	0	**0**
SURVIVING CIVIL PARTNERSHIP	0	0	**0**
DISSOLVED CIVIL PARTNERSHIP	0	0	**0**
NOT DISCLOSED	1	1	**2**

98

EMPLOYMENT STATUS	MALE	FEMALE	TOTAL
FULL TIME	12	61	**73**
PART TIME	1	19	**20**
NOT DISCLOSED	1	4	**5**

98

GRADE/SALARY	MALE	FEMALE	TOTAL
1 – 3	0	0	**0**
3 – 6	4	20	**24**
6 – 9	0	14	**14**
9 – 12	2	4	**6**
TEACHER	1	1	**2**
ADULT TUTOR	0	0	**0**
SOULBURY	0	2	**2**
HAY GRADE	0	0	**0**
NOT DISCLOSED	7	43	**50**

98

EXTERNAL PARTNERS	MALE	FEMALE	TOTAL
REMPLOY	1	0	**1**
EARLY YEARS CHILDCARE PROVIDERS	0	34	**34**
SOUTH WALES FIRE SERVICE	1	0	**1**

36

WELSH LANGAUGE SKILLS	MALE	FEMALE	TOTAL
BASIC	11	55	**66**
INTERMEDIATE	1	8	**9**
ADVANCED	0	21	**21**
NOT DISCLOSED	2	0	**2**

98

BRITISH SIGN LANGAUGE SKILLS	MALE	FEMALE	TOTAL
BASIC	0	11	**11**
INTERMEDIATE	0	1	**1**
ADVANCED	0	0	**0**
NONE	8	27	**35**
NOT DISCLOSED	6	45	**51**

98

OTHER LANGUAGE SKILLS	MALE	FEMALE	TOTAL
AFRIKAANS	0	1	1
CROATIAN	0	1	1
CZECH	0	1	1
FRENCH	1	3	4
GERMAN	0	4	4
HUNGARIAN	0	1	1
ITALIAN	0	2	2
RUSSIAN	0	1	1
NONE	1	0	1
NOT DISCLOSED	12	70	82

98

ATTENDANCE	MALE	FEMALE	TOTAL
WORK TIME	10	23	33
OWN TIME	3	44	47
NOT DISCLOSED	1	17	18

98

ETHNICITY	MALE	FEMALE	TOTAL
WHITE BRITISH	11	73	84
WHITE OTHER	0	6	6
CARIBBEAN	0	2	2
NOT DISCLOSED	3	3	6

98

RELIGION	MALE	FEMALE	TOTAL
CHRISTIAN	3	44	47
CHURCH OF ENGLAND	0	3	3
NO RELIGION	7	29	36
NOT DISCLOSED	4	8	12

98

DROP OUTS	MALE	FEMALE	TOTAL
CHIEF EXEC	0	0	0
CORPORATE SERVICES	1	1	2
EDUCATION	0	2	2
ENVIRONMENT	0	1	1
EXTERNAL	0	6	6
SOCIAL SERVICES	1	1	2

13

Caerphilly County Borough's Integration Tool			
General Equalities Information - *What has your service area achieved in Equalities terms, in relation to the following?*			
• **Policy Development** (i.e. in terms of Links to Strategy in council reports; have policies been sent for consultation with relevant individuals or groups?)	•	•	•
• **Staff / Member Awareness and Training** (i.e. have staff been offered places on the Equalities courses on the Learning and Development Intranet site? any other Equalities related training?)	•	•	•
• **Equality Impact Assessments** (i.e. have service-specific policies, procedures and functions been impact assessed in line with the corporate list?)	•	•	•
• **Recruitment and Selection** (i.e. what use have you made of the quarterly HR Equalities statistics?)	•	•	•
• **Monitoring / Complaints / Feedback** (i.e. are your systems able to record such information by Equality category and what actions have resulted?)	•	•	•

Specific Equalities Information - *What changes have been made to your service to meet the needs of the following?*			
• People with different forms of disabilities (Disability Issues)	•	•	•
• Different Ethnic Groups (Race Issues)	•	•	•
• Men, Women and Transgendered people (Gender Issues)	•	•	•
• Welsh speakers, BSL users and speakers of other languages (Language Issues)	•	•	•
• Young People 0-25 or People aged 50+ (Age Issues)	•	•	•
• Members of the LGBT community (Sexual Orientation issues)	•	•	•
• People and groups from different or no Faith backgrounds (Religion and Belief Issues)	•	•	•

Appendix E - Learning and Development Intranet Site

Appendix F - Translating and Interpreting Intranet Site

Translating and Interpreting

The Council deals with public in many ways - over the telephone, in writing by email, letter or fax and in person at reception areas, in interviews, events and meetings.

The Council must ensure that any form of contact listed above must be equally available in Welsh as well as English, and also in other languages or formats on request.

This is to comply with specific UK legislation in force at the moment -

- **The Welsh Language Act 1993**
- **Race Relations Amendment Act (2000)**
- **Disability Discrimination Act (Amended 2005)**

If you want further information on the Council's wider Equalities work, you can find out more about what's being done by visiting the Council's website at www.caerphilly.gov.uk/equalities.

The sections of this Translation and Interpreting intranet site give you information on written translation and simultaneous translation or interpreting for your service area, covering issues such as how to arrange the work, contact details and who pays for the work involved.

Other sections will be added soon, covering areas such as what to do if someone comes to a reception area and has different language requirements - these

Sidebar menu:
- Home Page
- Braille
- BSL / English Interpretation
- Welsh / English Interpretation
- Written Translation between English and Welsh
- Translation in Other Languages
- How to get Accents on Letters

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APPENDIX G

EQUALITY IMPACT
ASSESSMENT FORM

> *This council recognises that people have different needs, requirements and goals and we will work actively against all forms of discrimination by promoting good relations and mutual respect within and between our communities and our workforce.*
>
> *We will also work to create equal access for all to our services, irrespective of colour, ethnic origin, gender, age, marital status, sexual orientation, disability, religion, language or nationality.*

NAME OF NEW OR REVISED POLICY / FUNCTION / PROCEDURE	

DIRECTORATE	

SERVICE AREA	

CONTACT OFFICER	

DATE POLICY WILL BE REVIEWED / REVISED NEXT	

PURPOSE OF THE POLICY / FUNCTION / PROCEDURE

1.	**What is the policy / function / procedure intended to achieve?** *(Please give a brief description of the purpose of the new or updated policy / function / procedure)*

2.	**Who are the service users for whom the policy / function / procedure has been developed?** *(Who will be directly affected by the delivery of this policy / function / procedure? e.g. staff members, the public generally, or specific sections of the public i.e. youth groups, carers, road users, people using country parks, people on benefits etc.)*

IMPACT ON THE PUBLIC AND STAFF

3.	**Does the policy / function / procedure ensure that everyone has an equal access to all the services available?** *(What has been done to examine whether or not these groups have equal access to the service, or whether they need to receive the service in a different way from other people?)*
	Actions required

4.	**What are the consequences of the policy for particular groups?** *(Has the service delivery been examined to assess if there is any indirect affect on any groups? Could the consequences of the policy differ dependent upon people's disability, race, gender, sexuality, age, language, religion/belief?)*
	Actions required

INFORMATION COLLECTION

5.	**Is full information and analysis of users of the service available?** *(Is this service effectively targeting all its potential users or is there higher or lower participation of uptake by one or more groups? If so, what has been done to address any difference in take up of the service?*
	Actions required

CONSULTATION

6.	**What consultation has taken place?** *(What steps been taken to ensure that people from various groups have been consulted during the development of this policy / function / procedure? Has the Council's Equalities groups/staff been consulted?)*
	Actions required

MONITORING AND REVIEW

7.	**How will the policy be monitored?** *(What monitoring process has been set up to assess the extent that the service is being used by all sections of the community? Are comments or complaints systems set up to record issues by Equalities category?)*
	Actions required

8.	**How will the policy be evaluated?** *(What methods will be used to ensure that the needs of all sections of the community are being met?*
	Actions required

9.	**Have any support / guidance / training requirements been identified?** *(Has the EIA or consultation process shown a need for awareness raising amongst staff, or identified the need for Equality training of some sort?)*
	Actions required

10.	**What could be done better next time?** *(What has been learned to help ensure that your service delivery will deal with these identified issues in the future?)*
	Actions required

Completed By:	

Date:	

Position:	

Name of Head of Service:	