

Welsh Language Scheme Annual Monitoring and Improvement Report 2012 - 2013

Prepared in accordance with the requirements of the



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

28th June 2013

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Man gwyrddach



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Introduction

Caerphilly County Borough Council is the 5th largest local authority in Wales and employs just over 9,600 people making it the largest employer in the area. It delivers a wide range of services to its 170,000 residents including education, environmental services, highways, leisure facilities, planning and social services.

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

The Council's fifth Welsh Language Scheme and associated actions were approved by the Council on 13th March 2012 and this report reflects progress made during the first year of operating a fully integrated action plan under the Welsh Language Scheme and Strategic Equality Plan.

In order for Welsh Language matters to be properly scrutinised and considered, the annual report has been through the internal endorsement process via the Corporate Management Team on 23rd May 2013, Policy and Resources Scrutiny Committee on 4th June 2013 and then to Cabinet on the 18th June 2013.

The annual report was then presented to the Welsh Language Commissioner's Office on 28th June 2013.

It is also available to download in pdf format on the Council's website on the dedicated Welsh Language page at www.caerphilly.gov.uk/equalities.

Related information on Welsh Language issues can also be found on the Linguistic Skills page, the Equalities Guidance page and the Equalities Training page.

Annual Monitoring and Improvement Report 2012 - 2013

1. Welsh Language Scheme Compliance

Section 5 of the Welsh Language Scheme includes the 6 specific Welsh Language Indicators (**WLI 1-6**) as part of a set of 24 actions.

ACTION	OUTCOME	PROGRESS
<p>WL Indicator 3 To ensure that Welsh Language issues are an integral part of all e-Government projects.</p>	<p>Internal systems are upgraded to be able to record language choice of users, bilingual front-end interfaces are created etc.</p>	<p>See Section 2) ii and Section 3) i of this report for related information.</p>
<p>To make 40% of website available in Welsh during the first year, minimum of 10% increase per year afterwards on a rolling programme basis (HTML web pages - this % target does not include pages in downloadable documents).</p>	<p>Demonstrable progress during 2012/2013 on key sections of the website so that Welsh speakers have an increased ability to access online council services and information in Welsh.</p>	<p>See Section 2) ii of this report for information.</p>
<p>Update of Welsh Language Scheme Editorial Policy.</p>	<p>Greater awareness of bilingual requirements amongst new and existing staff.</p>	<p>See Section 5) iv) of this report for information on the updated Editorial Policy.</p>
<p>To develop an updated set of minimum standards for Council publications.</p>	<p>Council publications comply with the different requirements of the updated Equalities and Welsh Language legislation.</p>	<p>See Section 5) iv) of this report for information on supplementary guidance.</p>
<p>Development of a new Public Engagement Strategy and updating of related guidance to ensure that public engagement/consultation exercises properly take into account equality issues and include all groups in the community to obtain a broad range of opinion.</p>	<p>All public engagement/consultation exercises reflect the requirements of the Equalities duties.</p>	<p>See Section 6) iii) of this report for information.</p>
<p>To identify appropriate methods of promoting Council services to different and specific groups in the community and to ensure that the new Public Engagement Strategy reflects appropriate methods of communication.</p>	<p>Use of all forms of media, language and format that are appropriate for engaging with all sections of the community.</p>	<p>See Section 6) iii) of this report for information.</p>

ACTION	OUTCOME	PROGRESS
To identify service needs of specific groups and identify the barriers to accessing services and the actions required to remove those barriers.	Ensuring robust methods of data collection and analysis for all public engagement exercises including surveys, complaints and other available means, to identify specific actions necessary to ensure that individual service needs are considered and met.	See Section 6) iii) of this report for information.
To undertake 4 Welsh Language projects in partnership with the Menter Iaith.	Projects undertaken by Menter Iaith that would not be able to be achieved by the Council alone.	See Section 5) ii and Appendix C for details.
To ensure consistent, accurate and robust collation and recording of employee information in terms of Equality data utilising the capacity of the iTRENT payroll database with ongoing data cleansing. Also WL Indicator 5.	Production of anonymised Equalities and Welsh Language quarterly staffing reports based on ongoing data collection and cleansing exercises for publication and use in the Annual Equalities reports.	See Section 3) i and Appendix B of this report.
To offer staff, elected members and partner organisations a comprehensive Equalities training programme and continue to increase course provision and course take-up. Also WL Indicator 4.	Council staff, elected members and staff from partner organisations are appropriately trained in Equalities issues and a quarterly list of Equalities courses produced and circulated.	See Section 2) ii and Section 4 for details.
To monitor the number and percentage of elected members and staff who have received training in Equalities and Welsh language. Also WL Indicator 4.	Annual Report prepared at the conclusion of each academic year and after consultation with officers and training partners, and submission to Policy and Resources Scrutiny Committee, published on the website during the Autumn.	See Section 2) ii and Section 4 for details.
To offer staff the opportunity to form their own workplace support networks for specific groups - initial meeting organised centrally with future meetings being the responsibility of the group.	Groups or networks are set up for those wishing to have them, both for mutual support and in order to provide the EEG and other groups with suggestions and comments.	See Section 5) v for details.
To issue supplementary guidance corporately or to service areas on specific areas of work.	Minimum of 3 sets of guidance to be produced per year.	See Section 5) iv) of this report for information on supplementary guidance.

ACTION	OUTCOME	PROGRESS
To distribute quarterly Equalities and language skills statistics to assist with service planning in relation to Service Improvement Plans.	Quarterly statistics circulated to Heads of Service.	See Section 6) i for progress information.
WL Indicator 2 To undertake a corporate exercise with HR and Service Managers to identify posts where Welsh skills would be essential. Also other language skills e.g. BSL where relevant.	A number of agreed posts in every Service Area have a linguistic element as a basic part of the job description. Alternatively, a team-based approach could be adopted if more practical.	No progress since last year's report, but still planned and tied in to the <i>iTrent</i> data cleansing work.
To develop full proposals for a Language Services Directory.	Directory produced and distributed.	No progress since last year's report, but still planned and tied in to the <i>iTrent</i> data cleansing work.
To ensure that arrangements are in place to strategically monitor the progress of the Strategic Equality Plan (SEP) and Welsh Language Scheme (WLS) and to produce annual monitoring and improvement reports on the progress achieved and any areas of concern, and overall compliance with statutory duties.	Annual reports submitted for approval to Corporate Management Team, Policy and Resources Scrutiny and Cabinet internally and then submitted to the relevant bodies. Ad hoc information reports to be produced where relevant or where specifically requested.	Completed each year by the deadline date. See also Section 7 iii) for additional information.
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 SEP and WLS.	Reports demonstrate clear links to the Equalities and Welsh Language agenda.	See Section 5) i for progress information.
To produce a corporate list of policies, strategies and plans and update the list regularly.	Updated list produced and made available quarterly.	See Section 5) i for progress information.
Each service to ensure that it has equality targets in its Service Improvement Plan (SIP).	Using SIP reports and EIAs undertaken, services will mainstream Equalities issues in their own action plans.	See Section 6) i for progress information.
Undertake annual Equality audit of all Service Improvement Plans to establish progress each service has made.	Report produced showing good practice and areas for improvement for following year.	See Section 6) i for progress information.
Each service area to undertake Equality Impact Assessments (EIAs) on all policies.	EIAs undertaken and published on CCBC website.	See Section 5) i for progress information.

ACTION	OUTCOME	PROGRESS
<p>To monitor the number and type of complaints received that contain an Equalities aspect and whether they are dealt with in accordance with corporate standards and provide appropriate training if required. Also WL Indicator 6.</p>	<p>Complaints reporting will be part of the annual report.</p>	<p>See Section 2) iii for the 2011-2012 information</p>
<p>To ensure that Council contract specifications include an Equalities and Welsh Language pre-tender questionnaire and include the Equality in Procurement Policy as standard information. Also WL Indicator 1, specifically :-</p> <ul style="list-style-type: none"> (i) care services (ii) youth and leisure services (iii) pre-school provision 	<p>All contractors are aware of their Equalities and Welsh Language responsibilities when discharging functions on behalf of the Council.</p>	<p>See Section 3) ii for general details and Section 2) i and Appendix A for the annual CYPP reporting.</p>

2. Welsh Language Front Line Services

i) Children and Young People's Partnership

The work reported on over many years has continued during 2012- 2013 and the Single Integrated Plan “Caerphilly Delivers” that replaces the Children and Young People’s Plan along with other plans will continue to mainstream Welsh Language issues into Youth Work and various projects alongside the continued implementation of the Welsh in Education Strategic Plan.

See **Appendix D** for related information from Menter Iaith Caerffili and **Appendix F** for related information under ‘Mwy Na Geiriau / More Than Just Words’ regarding Welsh medium schools and health promotion.

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

Payroll Data

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

The **iTrent** Payroll system was upgraded again during 2012 in order to add in the extra Equalities related categories required by the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011. This provided an opportunity to discuss with HR a number of other issues including two significant areas of progress in terms of recording Welsh Language skills.

- Recording of the language ability of staff has now been agreed to be part of the self-reporting alongside all other Equalities related personal data, as part of on-going work to tackle under-reporting across the categories. This is currently programmed to begin during 2013 - 2014.

The self-reporting will be accessible from staff members desktops, and whilst this will only be relevant for around a 3rd of the staff, approximately 3,000 individuals, it still represents a significant step forwards in gathering accurate and relevant data on the workforce.

- Monitoring of all the Equalities and Welsh Language courses has been done in full for many years, however the data has been kept securely as hard copy. This is now to be transferred to the **iTrent** system also, and two staff from the Equalities and Welsh Language team have been given limited access to the payroll system in order to enter those details and produce reports.

With these agreed steps put in place, the quality and quantity of data held is expected to greatly improve in 2013 - 2014.

Website and Social Media

Since the complaints received during 2011 - 2012 regarding these issues, the Council has made good progress in resolving the capacity issues and the public-facing information available.

Facebook and Twitter have both seen significant increases in the level of Welsh content and the delivery of bilingual messages is mostly immediate. There remains scope for improvement, however the last 12 months has demonstrated that the Council kept to the agreement made following the complaints.

The website remains a bigger issue however during the summer of 2012, the current English content was analysed and prioritised for translation and by the end of the financial year, the following sections have been translated:-

- Social Services (in full)
- Joint Caerphilly and Blaenau Gwent Social Services Portal (in full)
- Education (approximately 50% including Schools and Colleges, Pre-School, the Education Financial Support, Libraries, Flying Start, Adult Education)

Given the Equalities and Welsh Language team's increased translation capacity from April 2013 onwards, pages will be able to go live much faster than at present, whilst a longer term solution is found to this on-going issue.

iii) Welsh Language Indicator 6 - Standards of Service

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

<p>3.2 COMPLAINTS</p> <p>3.2.1 A complaint can be defined as a situation where a member of the public, or a group, is not satisfied with the standard of a service, or the action or lack of action by the Council or a member of staff. In the context of the Welsh Language Scheme, complaints can be further defined in two ways:-</p> <ul style="list-style-type: none">i) Complaints in Welsh that concern a specific service area;ii) Complaints in either language, concerning the implementation of the Welsh Language Scheme itself. <p>3.2.2 All complaints will be dealt with in accordance with the corporate Complaints policy, but with the added need for translation of all incoming and outgoing correspondence on the matter, in line with the Editorial Policy (see Appendix A).</p> <p>3.2.3 Complaints can be made in writing, by telephone or by email to the Council's dedicated address complaints@caerphilly.gov.uk.</p>

During 2012 - 2013, there have been 9 instances that can be classed as complaints falling under **3.2.1 ii)** above, that occurred during the financial year.

2 complaints were regarding signage, 3 regarding English-only publications or correspondence, 3 regarding website issues and 1 regarding customer care and lack of Welsh language awareness.

All were recorded by email, with the customer care issue also being made in writing by letter.

Signage

- i) The signage complaints were due to errors in the Welsh text rather than signage being monolingual, therefore 2012 - 2013 continues the trend of the Council having no complaints about English-only road signage. 1 complaint was around a mis-spelling of a place name in Welsh, which was corrected within a fortnight of the original email arriving.
- ii) The other complaint was again around the development at Ysbyty Ystrad Fawr that has involved a number of new road signs (both on the sides of the road and painted on the tarmac). The signmakers were made aware of these new errors and all were corrected within a few weeks of the latest complaint arriving.

English-only publications and correspondence

- i) The Engineering division send out standard letters to the public on a number of issues regarding improper use of the highways and footpaths that are the Council's responsibility to maintain. A complaint was sent in that a letter had been received in English only and on investigation, it appeared that none of the standard letters had been translated, contrary to the Council's Welsh Language Scheme Editorial Policy. Since then, the Engineering Division have had all their standard letters translated and letters now only have to be amended with the individual's personal details. No further comment has been received.
- ii) A complaint was received that a set of factsheets produced for the Big Cheese event had been done in English only. They were translated and though produced late, were then made available and no further comment has been received.
- iii) A complaint was received that letters to residents about the Big Cheese event were sent out in English only for the 2nd year running. The section responsible has given assurances that this will not happen for the 2013-2014 event.

Website issues

- i) The translation capacity issues and complaints last year remain an ongoing problem (2 of the complaints were on these same issues), but progress on the capacity side of things is shown in **Section 8** of this report. The Council believes that the steps taken over the last year in terms of Facebook and Twitter have shown a positive resolution to the complaints, and the increased translation capacity will significantly improve the website issues during the financial year 2013-2014.
- ii) The third complaint was directed at the Council over its Electoral Services pages, which caused some confusion as that section was prioritised for translation prior to the Local Government election in May 2012.

On investigation, it was actually pages on the www.register-online.co.uk website that were in English only, a website not under Council control and maintained by the Electoral Commission.

The complaint arose due to the fact that by entering a postcode, the service user is taken to a registration page but showing the logo of the Council area under which that person would come; therefore as the Caerphilly CBC logo appeared on the page for the person who complained, they assumed it was a Council controlled website.

The situation was explained to the complainant and no further comments have been received.

Customer Care

- i) A complaint was received that a member of the public had been treated poorly by front-line staff when trying to deliver documents to the Directorate of Education offices, based in Penallta House, both because of him speaking Welsh when he arrived and because the documents he was handing in were written in Welsh.

According to the complaint, this also led to a number of secondary issues based on the alleged reception to speaking Welsh in council buildings, the lack of bilingual logs on reception, the speed of translation into English and the complainant's perceived disrespect shown to him by council staff as a member of the public.

These allegations were taken very seriously by the Corporate Customer Services Manager and his staff and the Senior Policy Officer (Equalities and Welsh Language) and staff in Legal Services dealing with corporate complaints.

A number of meetings were held to discuss the issues raised and a letter was prepared for the complainant as a result of this, giving details of what steps had been taken to resolve some of the issues and reassurances around a number of others. The letter was late being sent due to the number of issues to be considered.

At no time was any internal evidence found that staff had behaved inappropriately in terms of language choice and since the letter was sent to the complainant, no further correspondence has been received on the matter.

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 an integral part of payroll system within Caerphilly County Borough Council.

Year-end figures show the following numbers:-

Directorate	Welsh Speakers	Total Staff
Corporate Services / Chief Executive	33	1079
Social Services	42	1518
Environment Group	38	2631
Education and Lifelong Learning	95	4784

Under-reporting clearly remains an issue, however the positive steps noted in 2) ii will lead to an increase in numbers being recorded and this will be reflected in the quarterly summaries published online from 2013 - 2014 onwards.

432 Welsh essential posts exist in the Council (including the Welsh-medium schools in the county borough) however only **416** Welsh speakers are currently recorded on the payroll system. This disparity will act as a further driver to tackle the under-reporting issue.

The full year-end breakdown for 2012 - 2013 can be seen in **Appendix A**.

ii) *Welsh Language Indicator 1 - Procurement*

Records for 2012 - 2013 indicate that **81** contracts have been offered for tender by the Council's Procurement section, and **820** companies invited to tender for them.

Procurement monitor the submitted tenders for compliance with the questions asked in Equality in Procurement documents and if any indicate they do not or cannot comply, Procurement signpost them to support and guidance on adopting or developing Welsh Language Schemes of their own.

In addition to the standard Procurement processes, the Directorate of Social Services has adapted the forms for use as part of their commissioning procedures for services for adults and children - the document can be found at - http://www.caerphilly.gov.uk/supportingpeople/pdf/LCP_Equality_Statement.pdf

Building Consultancy have adapted the forms for use in their contracts for new or adapted public buildings, thus linking their own design work, the structural work being tendered for and the Equalities and Welsh Language requirements into one step-by-step process appropriate for their service area - see **Appendix D**.

4. Linguistic skills: comparing service needs and capacity

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

By the academic year 2012-2013, **1112** 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 withdrawn)
2001 – 2002	46	-	46	(-)
2002 – 2003	66	-	66	(11)
2003 – 2004	84	37	121	(17)
2004 – 2005	70	43	113	(15)
2005 – 2006	61	77	138	(10)
2006 – 2007	66	27	93	(12)
2007 – 2008	68	38	106	(7)
2008 – 2009	43	58	101	(9)
2009 – 2010	48	50	98	(13)
2010 – 2011	50	33	83	(1)
2011 – 2012	52	21	73	(2)
2012 – 2013	52	22	74	(3)
TOTALS	706	406	1112	(100)

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

There have also been “Cymraeg i'r Teulu” courses run for schools staff during the current academic year but these figures are not yet available to add in to the above. They will be included in the full Equalities and Welsh Language Training Report published each year in October

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.

5. Mainstreaming

i) Impact Assessments on New and Updated Policies

Equality Impact Assessments covering every Equalities strand including Welsh Language are undertaken on corporate policies and this progress began full implementation in February 2012, from when all council reports were required to contain an Equalities Implications heading.

This process ensures that Welsh is mainstreamed and monitored equally with the other Equality issues. The Assessing the Services page on the Council's website at www.caerphilly.gov.uk/equalities shows a list of policies that have had either an impact assessment on them or been sent to the Senior Policy Officer (Equalities and Welsh Language) for consultation comments since the new reporting templates have been in place.

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

The projects were delivered during April 2012 - March 31st 2013 and were co-ordinated by Menter Iaith's Principal Officer and supported by other Menter Iaith staff in addition to local volunteers.

The report overleaf provides details on the individual projects. All projects have been completed successfully for the financial year.

a) Welsh medium Careers Advice Sessions at Ysgol Gyfun Cwm Rhymni

During November 2012, Menter Iaith staff supported Careers Wales during a two day careers advice event at Ysgol Gyfun Cwm Rhymni. The event provided sixth form pupils with the opportunity to take part in mock interviews.

In order to provide the opportunity to do so through the medium of Welsh, three members of Menter Iaith's staff and one volunteer attended as interviewers and were able to conduct interviews, provide advice in terms of responses and work with pupils on the content of their CV's and application forms.

During the two days, over 40 young people were able to take advantage of this opportunity and extremely positive feedback was recorded from all those involved.

The event provided an opportunity to discuss with young people what their aspirations were and the importance of their Welsh language skills in terms of obtaining employment and volunteering opportunities. Many young people stated that they were more confident conducting interviews through the medium of Welsh in addition to completing application forms in Welsh.

Interviewers were also able to advise the candidates in terms of opportunities locally to use their Welsh language skills and highlight fields and careers where there is a shortage of Welsh speakers.

b) Equality Discussion Sessions

During the year the Menter Iaith held four sessions with both adult learners and Welsh speakers during which staff held discussions on a range of equalities issues in addition to a number of current affairs topics, using the Welsh version of the Older Persons Development Officer's Dignity Games.

This provided a valuable opportunity to gain opinions from local residents and also to ensure that those attending received current and accurate information in terms of equalities issues and legislation.

The sessions also provided a focus for discussion for adults who are learning Welsh and benefit from a structured discussion session in order to increase their vocabulary and confidence when using the language. The four sessions were held in Hafodyrnys, New Tredegar, Ystrad Mynach and Bedwas.

An average of 15 people attended each session and feedback from those attending was extremely positive and all noted they would wish to see more sessions of this kind in the future.

c) **Welsh medium workshops for children and families**

Between July 2012 - March 2013 a range of workshops and sessions were held for children and their families across the borough, forming a “double” project” for the year. During recent consultation exercises, both children and parents noted that there remains a significant shortage of opportunities within local communities to take part in activities through the medium of Welsh.

Consequently, the Menter Iaith has attempted to develop a range of activities, particularly during the school holidays when it can be difficult for children to find opportunities to use the Welsh language. Staff delivered 6 art and craft workshops, held in Bargoed, Abertridwr and Bedwas. Within each workshop 25 children attended.

During workshops held for October half-term 2012, staff had to turn away a further 50 children due to a lack of resources and funding. In addition, a family session at St. Cenydd was held where a range of activities were available including soft play, sports, arts and crafts and a musical show with S4C presenters. During this session 150 children attended along with their parents or grandparents.

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 target number is 60 contacts per quarter as with the previous financial year.

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

2012 - 2013 Period	Target	Actual
Apr - Jun	60 contacts	51
Jul - Sep	60 contacts	43
Oct - Dec	60 contacts	71
Jan - Mar	60 contacts	82
Totals	240 contacts	247

Note

- The figure for the 2nd quarter is lower due to the summer holiday period.

iv) Supplementary Guidance to CCBC staff

Target 6.5 of CCBC Equalities and Welsh Language Objectives and Action Plan 2012-2016 notes that a minimum of 3 sets of specific supplementary guidance per year will be issued to relevant staff on specific topics, carrying the full authority of the scheme but targeted more effectively.

In general terms, agreement was reached with IT during 2012 - 2013 to revamp the current intranet sites (the Equalities and Welsh Language Training section and the Translation Services section) into one new Equalities and Welsh Language Portal.

This will cover not only the existing resources available now, but include all guidance documents, copies of plans and annual reports, have a dedicated section for Welsh speakers and be able to be updated by the Equalities and Welsh Language team directly, allowing far greater control over content management.

The new portal will be launched over the summer of 2013.

Specifically for 2012 - 2013, the sets of guidance distributed were as follows, and covered 3 related areas. All are available as pdf copies on the Council's website at www.caerphilly.gov.uk/equalities on the Equalities Guidance pages.

a) Designing and Printing Guide

A comprehensive guidance document was developed, aimed at graphic designers and any staff who created signage, leaflets etc. covering some common-sense approaches to font size, use of colour, paragraph justification and bilingual layout. The latter point ensures that bilingual design is treated as the norm when designing publications.

b) Signage - Improving Access

The Council's Access Officer developed a guidance document specifically around accessible signage to Council buildings and again, bilingual design was included in order to mainstream Welsh Language considerations.

c) How to get Accents on Letters

This was developed in order to help staff understand the importance of accented characters in personal and place names, but also gives instructions on how they can be typed on PC keyboards.

v) Staff Networks

The Council has noted its commitment to encourage and support staff to set up networks, however this is proving to be very difficult and only network, a Christian Fellowship Group, has come together and meets regularly. With the development of the staff portal noted above, more information can be given to staff informing them of the possibility of starting networks (such as for Welsh speakers or Welsh learners), so the greater access to information may encourage more networks to develop.

6. Analysis of Performance by Priority and Target

i) Service Improvement Plans (SIPs)

An analysis report on the Equalities and Welsh Language sections of SIPs is meant to be produced each year by the Senior Policy Officer on the work done by service areas on both of these issues. Due to other pressures, unfortunately no summary report was produced in 2012 - 2013.

Despite this, during the meetings and contacts noted in **5) iii** previously, practical examples of a service area's daily work are used to frame their functions from a different perspective in order to raise the understanding of staff of how to appreciate the impact of their work on Welsh speakers alongside other groups.

Greater emphasis on this during 2013 - 2014 and a firm commitment to produce the analysis report will show a much better mainstreaming of Welsh Language considerations by service areas (at the time of writing this report, a number of very positive sessions on the new SIPs have already taken place).

ii) Engagement and Participation

One of the targets for 2012 - 2013 was to ensure that the Council's new Public Engagement Strategy being developed took into account the needs and requirements of everyone in the communities of Caerphilly county borough.

The Leader of the Council, in the Introduction, notes that

“ . . . the Strategy aims to ensure that all citizens of Caerphilly are able to effectively participate in all aspects of their community, whether this is taking an active interest in what is going on around them or actively benefiting the lives of others. We are committed to providing an equal opportunity for all our citizens to be involved and will ensure that we meet the duties of the Council Strategic Equality Plan . . . ”

Though not specifically referring to the Welsh Language Scheme here, the Strategic Equality Plan in Caerphilly CBC does contain Welsh Language as a strand, and both the Plan and Welsh Language Scheme have a single unified Action Plan, thus ensuring Welsh Language considerations are embedded in the operational side of the Public Engagement Strategy.

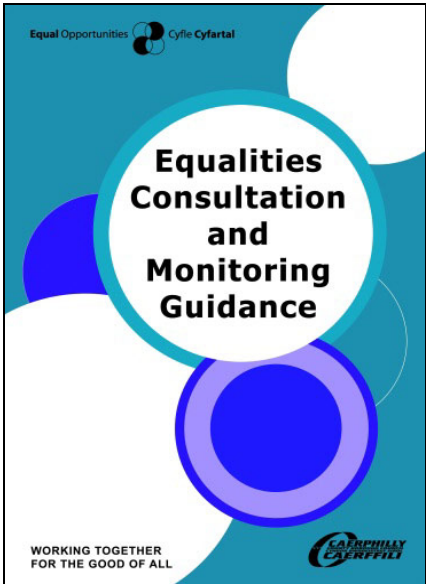
Further, the Public Engagement Strategy does note a number of national frameworks that cover engagement with the public across the board, challenging discrimination and ensuring that everyone has the chance to have their voice heard.

It also makes a link in the Appendices to Objective 5 of the Equalities and Welsh Language Objectives and Action Plan and all surveys and questionnaire will be bilingual in line with the Council's Welsh Language Scheme Editorial Policy.

The Public Engagement Strategy also links to the Equalities Consultation and Monitoring Guidance, which is due to be updated in 2013 so that the staff portal has accurate and up-to-date information to use. Consideration of the bilingual requirements of surveys and questionnaires, as well as consideration of inclusion of Welsh speakers as a group are covered by the Guidance document.

The current versions of the Equalities Consultation and Monitoring Guidance and Welsh Language Scheme Editorial Policy are available as pdf copies on the Council's website at www.caerphilly.gov.uk/equalities on the Equalities Guidance pages.

Part of the new intranet portal being developed will contain all the staff guidance as pdf files also.



7. Publishing Information on Performance

i) General 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.

ii) Welsh Language Performance

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

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

iii) Other Information

The majority of Freedom of Information requests received by the Equalities and Welsh Language team centre on the costs of translating written material into Welsh and other spoken languages, and the interpretation/simultaneous translation costs associated with those languages and British Sign Language.

In order to cut down on the number of repeat requests for this information, a new section has been added to the Linguistic Skills page of the Council's website, together with a pdf document giving 5 financial years' worth of information on these costs, split into three sections covering Welsh, BSL and other spoken languages. There is also some narrative there to give context.

If this approach is successful, other similar "factsheets" may be created and published in future on specific topics.

This information can be found at www.caerphilly.gov.uk/equalities on the Linguistic Skills page.

8. Team Information

Following on from the response to a number of complaints, as noted in the 2011 - 2012 report, whereby new staff were to be appointed in order to ensure a greater translation capacity, the internal approval and job evaluation, and the formal recruitment stages were undertaken by March 2013.

The two new staff members will be in post early in the new 2013-2014 financial year but this has increased the number of staff from 3 to 5 in terms of the staff members working on corporate Welsh Language issues on behalf of the Council.

They are based in the Legal and Governance Division, located in the Council headquarters at Penallta House in Ystrad Mynach:-

**Senior Policy Officer
(Equalities and Welsh Language)
Telephone: 01443 864353**

**Equalities Training and Promotion Officer
(includes all Welsh Language training)
Telephone: 01443 864404**

**Welsh Language Translation Co-ordinator
Telephone: 01443 864344**

**Welsh Language Translator
Telephone: 01443 864414**

**Trainee Welsh Language Translator
Telephone: 01443 864377**

**Caerphilly County Borough Council
Policy Unit
Legal and Governance Division
Penallta House (1st Floor)
Tredomen Park
Ystrad Mynach
CF82 7PG**

Email contacts:-

cymraeg@caerffili.gov.uk

equalities@caerphilly.gov.uk

APPENDIX A -

LINGUISTIC PROFILE OF WORKFORCE - WELSH LANGUAGE ABILITY BY SERVICE AREA AND FLUENCY AS AT 31st MARCH 2013

i) OVERALL STAFF FIGURES

	Total Staff	Welsh Speakers	%
<i>Corporate Services</i>			
Corporate Finance	180	5	2.77
Health, Safety & Welfare	28	1	3.57
Housing	400	3	0.75
Human Resources	83	6	7.23
Information & Citizen Engagement	196	5	2.55
Legal and Governance	64	5	7.81
Performance & Property	74	6	8.11
WHQS Programme	54	2	3.70
<i>Total</i>	1,079	33	3.06
<i>Directorate of Social Services</i>			
Adult Services	1,179	34	2.88
Business Support	41	1	2.44
Children's Services	295	7	2.37
<i>Total</i>	1,518	42	2.77
<i>Environment Group</i>			
Community & Leisure Services	1,322	7	0.53
Engineering and Transport	285	7	2.46
Planning & Regeneration	391	12	3.07
Public Protection	764	12	1.57
<i>Total</i>	2,631	38	1.44

	Total Staff	Welsh Speakers	%
Directorate of Education & Lifelong Learning			
Learning, Education and Inclusion	461	11	2.39
Lifelong Learning	533	10	1.88
Planning & Strategy	25	2	8.00
Our Schools Our Future	4	0	0.00
Schools	3,841	72	1.87
Total	4,784	95	1.99
COUNCIL TOTALS	9,571	416	4.35

NOTES

- As with previous reports, the figures in **B i)** above are the total number of people per directorate who have completed the Linguistic Skills form noting Welsh Language skills.
- The figures shown in **B ii)** to **B v)** that follow refer to levels of fluency of Welsh speakers per service area and cannot be compared directly with the totals shown in **B i)** because for example, in Housing (the second section below in **B ii)** the "A Little" column refers to the same 2 staff members who can read, speak, understand and write a little, not 8 different members of staff.
- With greater access to the payroll system by the Equalities and Welsh Language team and greater emphasis on completing the Linguistic Skills data and other information over the next year, it is hoped that some of the discrepancies between the totals and the breakdown of figures can be resolved to provide greater accuracy.

ii) CORPORATE SERVICES

Corporate Finance	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading		3	1		
Speaking/Use		2	1	1	
Understanding		1	1	1	1
Writing		1	2	1	
Total Staff	5				

Health, Safety and Welfare	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading			1		
Speaking/Use			1		
Understanding			1		
Writing			1		
Total Staff	1				

Housing	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	2		1	2	
Speaking/Use	2		1	2	
Understanding	2		1	2	
Writing	2		1	2	
Total Staff	5				

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

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

Legal & Governance	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	3		1	1	
Speaking/Use	3		1	1	
Understanding	3		1	1	
Writing	3		1	1	
Total staff	5				
Performance & Property	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1		2	2	

Speaking/Use	1			4	
Understanding	1		1	3	
Writing	1		1	3	
Total staff	5				

WHQS Programme	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1			1	
Speaking/Use	1			1	
Understanding	1			1	
Writing	1			1	
Total staff	2				

iii) DIRECTORATE OF SOCIAL SERVICES

Adult Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	9	10	5	6	2
Speaking/Use	11	3	10	8	
Understanding	10	6	5	6	5
Writing	9	8	7	6	2
Total staff	32				

Business Support	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading		3		2	
Speaking/Use	1		2	2	
Understanding	1		2	1	1
Writing			3	2	
Total staff	5				

Children's Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	4			2	
Speaking/Use	2	2		2	
Understanding	1	1		1	3
Writing	2	2		2	
Total staff	6				

iv) **ENVIRONMENT GROUP**

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

Planning & Regeneration	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	3	2	1	4	
Speaking/Use	3	1	2	4	
Understanding	3		2	3	2
Writing	3	1	1	5	
Total staff	10				

Community and Leisure Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1		2		
Speaking/Use	1		1	1	
Understanding	1		1	1	
Writing	1		1	1	
Total staff	3				

Public Protection	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	4		1	5	
Speaking/Use	4			6	
Understanding	3	1	1	4	1
Writing	3	1		6	
Total staff	10				

v) DIRECTORATE OF EDUCATION & LIFELONG LEARNING

Learning Education & Inclusion	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	5	3	2	5	
Speaking/Use	5	3	2	5	
Understanding	3	2	1	5	4
Writing	4	3		6	2
Total staff	15				

Lifelong Learning	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	4	1	1	11	
Speaking/Use	4	1	1	10	1
Understanding	1		1	11	4
Writing	4		1	11	1
Total staff	17				

Our Schools Our Future	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading					
Speaking/Use					
Understanding					
Writing					
Total staff	0				

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

Schools	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	69	5	3	6	
Speaking/Use	68	4	5	5	1
Understanding	15	3	4	5	56
Writing	66	7	4	6	
Total staff	83				

APPENDIX B - Welsh Language Training 2012 - 2013

74 people attended the various Welsh Language training courses during the year from Caerphilly CBC, 13 of whom were from partner organisations.

DIRECTORATE	MALE	FEMALE	TOTAL
Corporate Services	5	9	14
Education and Leisure	3	21	24
Environment	1	10	11
Social Services	0	12	12
External	6	7	13

74

EXTERNAL PARTNERS	MALE	FEMALE	TOTAL
Menter Iaith Caerffili	0	1	1
Nelson Community Partnership	4	3	7
Rhondda Cynon Taf County Borough Council	1	0	1
VALREC	1	2	3
Menter Iaith Caerffili	0	1	1

GENDER	MALE	FEMALE	TOTAL
Male	15	0	15
Female	0	59	59

74

AGE	MALE	FEMALE	TOTAL
16 – 25	2	3	5
26 – 39	3	26	29
40 – 49	3	16	19
50 – 65	5	11	16
66+	2	0	2
Not Disclosed	0	3	3

74

SEXUAL ORIENTATION	MALE	FEMALE	TOTAL
Heterosexual	14	52	66
Gay	0	0	0
Lesbian	0	1	1
Bisexual	1	0	1
Other	0	0	0
Not Disclosed	0	6	6

74

MARITAL STATUS	MALE	FEMALE	TOTAL
Single	5	9	14
Married	9	28	37
Separated	0	0	0
Divorced	0	6	6
Living With Partner	1	13	14
Not Disclosed	0	3	3

74

EMPLOYMENT STATUS	MALE	FEMALE	TOTAL
Permanent (Full-time)	1	8	9
Permanent (Part-time)	0	4	4
Temporary (Full-time)	0	3	3
Temporary (Part-time)	0	0	0
Casual (Part-time)	0	0	0
Fixed Term (Full-time)	2	8	10
Fixed Term (Part-time)	1	1	2
Not Disclosed	11	35	46

74

GRADE/SALARY	MALE	FEMALE	TOTAL
1 – 3	1	5	6
4 – 7	4	24	28
8 – 10	3	9	12
11 – 12	0	2	2
Teacher	0	3	3
Adult Tutor	0	0	0
Soulbury	0	1	1
Hay Grade	0	1	1
Not Disclosed	7	14	21

74

DISABILITY	MALE	FEMALE	TOTAL
I am not Disabled	13	49	62
Learning Difficulties	0	0	0
Hearing Impaired	0	0	0
Mobility Impaired	1	1	2
Speech Impaired	0	0	0
Visually Impaired	0	0	0
Other	0	1	1
Not Disclosed	1	8	9

74

LONG TERM ILLNESS/HEALTH PROBLEM	MALE	FEMALE	TOTAL
Yes	3	7	10
No	12	50	62
Not Disclosed	0	2	2

74

WELSH LANGUAGE SKILLS					
	A Little	Moderate	Quite Well	Fluently	TOTAL
Speak	26	12	7	0	45
Understand	22	12	11	0	45
Read	20	11	10	0	41
Write	18	15	4	0	37

BRITISH SIGN LANGUAGE SKILLS	MALE	FEMALE	TOTAL
Use	0	0	0
Understand	0	4	4
Not Disclosed / None	15	55	70

74

OTHER LANGUAGE SKILLS	MALE	FEMALE	TOTAL
Basic BSL	0	1	1
Spanish	1	1	2
French	1	4	5
German	1	2	3
Scottish	0	1	1
Dutch	0	1	1
Not Disclosed / None	12	49	61

74

NATIONAL IDENTITY	MALE	FEMALE	TOTAL
British	7	18	25
Scottish	0	1	1
English	0	0	0
Welsh	8	37	45
Northern Irish	0	0	0
Other	0	1	1
Not Disclosed	0	2	2

74

ETHNICITY	MALE	FEMALE	TOTAL
White British	15	53	68
Irish	0	1	1
Other	0	0	0
Not Disclosed	0	5	5

74

RELIGION	MALE	FEMALE	TOTAL
Christian	0	28	28
No Religion	0	24	24
Sikh	0	1	1
Other	0	2	2
Not Disclosed	15	4	19

74

WITHDRAWN	MALE	FEMALE	TOTAL
Corporate Services	0	0	0
Education and Leisure	0	1	1
Environment	0	0	0
Social Services	0	0	0
External	1	0	1

APPENDIX C -

Menter Caerffili report - Examples of Community Activities 2012-2013

Adult Classes

During the past year, a new programme of opportunities for adults to learn new skills through the medium of Welsh has been developed. In partnership with the Community Education Department of Caerphilly C.B. Council, a number of taster sessions and six week courses were held, including yoga, computers, flower arranging, needle craft, pottery and jewellery making.

The majority of these classes have been held at Bedwas Adult Education Centre through support from the Community Education Department. We intend to expand this programme during the coming year in partnership with Caerphilly C.B. Council following the increasing demand from both adult learners and fluent speakers for opportunities to learn new skills through the medium of Welsh.

It is hoped that we will be able to provide these opportunities within the Blackwood and Risca areas.

Childcare Schemes

Menter Iaith is the only provider of out of school Welsh medium childcare within Caerphilly Borough. Our 9 locations which have a total of 21 childcare settings are extremely successful with the number of families accessing our provisions increasing each term.

On average, 720 children attend our schemes each week. We are inspected annually by CSSIW and we ensure that our childcare staff are well qualified, committed and enthusiastic. We now employ over 80 part time childcare staff. During the year we have received additional funding through Caerphilly C.B. Council to support the process of increasing and expanding our provision and we now provide a range of childcare including breakfast care, after school care and holiday care within the 9 locations.

In addition, due to our successful relationship with the county's Welsh medium schools, we now provide 6 wraparound childcare schemes to meet the need for childcare for those children attending part-time nursery education within schools. The schemes are developing extremely well. Further plans are developing for additional after school and holiday childcare schemes.

Along side this provision, Menter Iaith were successful in securing a Caerphilly CBC contract in April 2012 to provide support and advice to a range of childcare settings in increasing their use of the Welsh language. Menter Iaith employs two members of staff to develop this contract and are offering a comprehensive package of support to childminders, playgroups and day nurseries in addition to support to new settings in the Islwyn area.

Youth Provision

Our provision for young people represents a successful partnership between Menter Iaith, Urdd Gobaith Cymru and the Community Education Department of Caerphilly C.B. Council. The partnership is based around the work programme of the Youth Officer who is jointly employed and supported by all three partners.

The Youth Officer, in partnership with the Local Authority's Youth Service is responsible for developing and providing a Welsh medium youth club at Bargoed YMCA. Over 40 young people attend this club from areas across the borough. A second club has been developed by Menter Iaith in Caerphilly town.

Over 30 young people attend the weekly club and take part in a range of activities such as sports, art and craft workshops, musical activities, outdoor activities, training and a range of trips. Menter Iaith do not receive any funding from Caerphilly C.B. Council to provide this club.

In addition to these specific clubs a varied programme of activities is provided on a weekly and monthly basis, including trips, discos, sports, workshops, information workshops, quiz nights and an opportunity to take part in consultations.

Health Information Project for Children and Young People

This project has continued to develop and expand during the year. The Project Officer has continued to provide a sexual health information programme at Ysgol Gyfun Cwm Rhymni and works closely with the Urdd Officer to deliver this programme. In addition, the Officer continues to work within the Welsh medium primary schools on behalf of Caerphilly Council's Healthy Schools Team, ensuring that children and young people were able to receive information and advice on a range of health issues through the medium of Welsh.

The project is also provided within the two Welsh medium youth clubs. Although the project provides a crucial service to children and young people we continue to face the challenge of funding this project. We continue therefore to work closely with Caerphilly Council and to discuss the long-term funding of the service.

In order to support the provision of Welsh medium services for children and young people, Menter Iaith's Chief Officer attends the 0-25 Support Group which is now responsible for developing the Interact Event for all 0-25 support services in the borough in addition to supporting the development of a new self- assessment process for these projects.

It is crucial that Menter Iaith contributes to this group in order to ensure that Welsh medium services remain a priority for Caerphilly C.B.Council.

APPENDIX D -

Tender Document Extract - Building Consultancy (Section C2)

4.0 EQUALITIES AND WELSH LANGUAGE COMMITMENT

Caerphilly County Borough Council considers it essential that all organisations wishing to provide a product or service on its behalf are able to demonstrate that all reasonably practicable steps are taken to allow equal access and equal treatment in employment, service delivery and training for all. The Council's Equalities statement makes this clear by noting that - "We will also work to create equal access for everyone to our services, irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL and other languages, nationality, responsibility for any dependents or any other reason which cannot be shown to be justified."

The Supplier shall ensure that it complies with all relevant requirements of current Equalities legislation, regulations and duties in force and by signing below, agrees to provide those goods or services in a manner consistent with the Council's Strategic Equality Scheme and Welsh Language Scheme. These can be found at www.caerphilly.gov.uk/equalities. Further the Supplier agrees to provide any relevant Equalities monitoring information as may be required by the Council to ensure compliance.

If you require further guidance, information or support on Procurement, or Equalities and Welsh Language issues, please contact either procurement@caerphilly.gov.uk or equalities@caerphilly.gov.uk

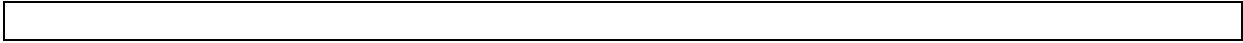
APPENDIX E -

‘Mwy Na Geiriau / More Than Just Words’

Though reporting requirements for this new strategy have not been finalised nationally, given the work already done by Caerphilly CBC corporately that already includes aspects of Social Services, Health Improvement and Healthy Schools, this brief appendix has been prepared to give some local context in readiness to prepare for the first year of implementing the ‘Mwy Na Geiriau / More Than Just Words’ action plan.

Each of the ‘Mwy Na Geiriau / More Than Just Words’ objectives are listed below, with a summary of what Caerphilly CBC already does, backed up by evidence throughout this annual Welsh Language monitoring and improvement report.

Strategic Objective 1: Social Services Departments and Social Care providers to implement a systematic approach to Welsh language services as an integral element of service planning and delivery.
<ul style="list-style-type: none">• Caerphilly CBC’s Strategic Equality Objective 7 on Corporate Compliance notes that all new and updated policies will be assessed to ensure that any Welsh Language implications are considered.• It also notes that the Equalities section of all Service Improvement Plans contain relevant targets and actions.
Strategic Objective 2: To build on current best practice and plan, commission and provide care based on the ‘Active Offer’.
<ul style="list-style-type: none">• All procurement and commissioning processes currently contain a Welsh language commitment.• Developing this into the “Active Offer” model will be done during future rounds of commissioning
Strategic Objective 3: To increase the capability of the workforce to provide Welsh language services in priority areas and language awareness among all staff.
<ul style="list-style-type: none">• Caerphilly CBC monitor the language ability of staff and offer training courses to all staff, which can be accessed by partner agencies such as the South East Wales adult placement service staff.• The Council’s Health Improvement Team and the Menter Iaith work together to ensure that the Welsh medium schools are provided with a Welsh language service in this priority area.



Strategic Objective 4: To create leaders who will foster a supportive ethos within organisations, so that Welsh speaking users and carers receive language sensitive services as a natural part of their care.

- The awareness raising courses can be offered to staff at all levels to foster this supportive ethos in a way that is relevant to the geographical area.
- Managers who complete Service Improvement Plans and who have roles in service planning and commissioning can therefore gain a greater understanding of their role in improving language-sensitive services

Strategic Objective 5: To design and provide education, learning and development programmes which reflect the services' responsibility to plan and provide Welsh language services.

- The Council's Equalities and Welsh language training programme has been long established and currently makes available a range of courses for staff.
- With the close co-operation of Caerphilly and Blaenau Gwent councils in terms of Social Services workforce development and for 2012 - 2013 the new service level agreement in place for all Equalities and Welsh Language training to be co-ordinated by Caerphilly on behalf of both local authorities, this provides a sound basis to target more staff for training in the coming years.

Strategic Objective 6: National strategies, policies and leadership.

- Caerphilly CBC contribute to national strategies and policies through providing consultation responses to draft versions of WG documents.
- Caerphilly CBC's Senior Policy Officer (Equalities and Welsh Language) was asked to run Language Planning workshops at the NHS Welsh Language national conference in July 2012 at the Millenium Centre in Cardiff Bay.

APPENDIX F -

Funding Opportunities (CCBC Case Study)

Caerphilly CBC's Equalities and Welsh Language Team is fortunate to have a central budget with which it can support corporate translation and training work across the 18 service areas.

In addition to this however, due to the success of the team in undertaking shared work, leading on some regional issues and bidding successfully for project money, in the financial years since 2008 - 2009, and including 2013 - 2014 projections, the team has brought in approximately **£70,000** to support their corporate work.

This has been raised by the following means:-

i) Translation

- Income generated by arranging translation work for Local Service Board partners such as GAVO;
- By also doing smaller translations for free, and by helping proof-read documents, this helps create a positive working relationship and possibly changes the nature of bilingual production from being seen as a potential barrier to it being an easy, positive process;
- The Electoral Commission allocate some translation money for elections and referenda where there is a greater requirement than the routine local government elections.

ii) Training

- Income generated by offering training opportunities to Local Service Board partners such as GAVO and individual voluntary organisations, Gwent Police, Aneurin Bevan Health Board, other local authorities and public sector bodies;
- As the cost of a course for the Council is fixed, it is possible to offer places to partners for a very low cost to encourage them to attend - the annual Training Reports note how successful this approach has been, the full report can be found as a pdf document on the Council's website at www.caerphilly.gov.uk/equalities on the Equalities Training page;
- For 2013 - 2014 Caerphilly CBC is now coordinating the Equalities and Welsh Language Training programme for Blaenau Gwent Council under an agreed Service Level Agreement.

iii) Service Area Bids

- Ensuring that translation costs are included in grant bids by service areas to the Welsh Government, Lottery etc. on specific projects so that bilingual production is seen as the norm and the costs are always part of the project bid not an add-on afterwards.

iv) Team Bids

- Bidding for grants as a team to support the corporate work - particular success was had in 2010 - 2011 and 2011 - 2012 with the Community Cohesion Fund for example on a number of projects;
- These included Equalities and Welsh Language Training over 2 years, a voting project as noted in Appendix E of last year's report; a Trading Standards project and work with Schools on Equalities and Welsh Language plans, monitoring and discriminatory bullying issues.

v) Regional Working

- Income received through leading on regional issues such as the translation work for the Gwent Education Achievement Service (see [Appendix H](#));
- Through Service Level Agreements with other public bodies - with what was the Caerphilly LHB for many years for example and new for for 2013 - 2014 with Blaenau Gwent CBC as mentioned under Training;
- Caerphilly CBC is the lead authority for supporting the Gwent Police and Crime Commissioner's Panel, and the funding for this contains an element of translations costs, which has been passed to the Equalities and Welsh Language team to cover costs incurred in translating web pages, minutes etc.

APPENDIX G -

Gwent Education Achievement Service Contract

The five local authorities of Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen have formed an Education Achievement Service (EAS) designed to raise education standards in South East Wales. The EAS began operating in September 2012 and has taken over regional responsibility for the following areas:-

- Literacy
- Numeracy
- 21st Century Learning
- Foundation Phase
- Governor Development and Support
- Workforce Development
- Welsh Advisory Service
- 14 – 19 education
- SACRE (Standing Advisory Council for Religious Education)

Across the 5 local authorities in the region there are 23 Welsh medium schools requiring specific Welsh language versions of school resources, in addition to the general requirements of providing bilingual material. The EAS recognised that they needed to commission translation services to meet their requirements and tendered for such as service in January 2013.

Caerphilly CBC were successful in winning the tender and as a result, the funding now covers half the salary costs of a new translator for the Council, who will primarily be a dedicated education translator for both the EAS and the Council. 12 of the 23 Welsh medium schools are in Caerphilly county borough and so there was already a great deal of experience of Education translation work locally.

This approach provides economies of scale for both organisations in meeting their Welsh language requirements and has increased the capacity of the Council to deal with the issues highlighted by the complaints mentioned elsewhere in this report.

It also demonstrates that in times of reduced financial capacity in the public sector, creative regional solutions can be found that benefit many organisations for minimal costs.

APPENDIX H -

CCBC Welsh in the Workplace Flashcards

As part of the work to support the staff who are learning Welsh, during the summer of 2012, the Equalities and Welsh Language team work with a local company VisuaLearn to adapt their flashcards, which had been developed for children, to create a set specifically for the Council for Welsh in the Workplace use.

The company had been successful in getting a small business grant that had allowed them to buy printing equipment so that they could create bespoke cards that met their customers' requirements - a grant from the Council's own Regeneration team.

Using work-related words and images of the Council's headquarters at Penallta House (for example the image for reception), the workplace cards were launched at the National Eisteddfod in the Vale of Glamorgan in August 2012 and have gained widespread praise from learners and other organisations, who are in the process of developing their own personalised sets.

The Western Mail reported on VisuaLearn's work during that week in August at the Eisteddfod and noted that Caerphilly CBC were the first to take advantage of the bespoke printing process in this way.

The image below is the flashcard tin showing the cover card, where the Caerphilly offices and logo can be clearly seen.

