

Welsh Language Scheme Annual Monitoring and Improvement Report 2013 - 2014

Prepared in accordance with the requirements of the



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

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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 around 9,300 people making it the largest employer in the area. It delivers a wide range of services to its 178,000 residents including education, environmental services, highways, leisure facilities, planning and social services.

In line with 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 Welsh speakers and those who are learning the language, children and young people and adults alike.

The Council's 5th Welsh Language Scheme and associated actions in the fully integrated action plan under the Welsh Language Scheme and Strategic Equality Plan were approved by the Council on 13th March 2012.

This report reflects progress made during the 2013-2014 financial year.

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 22nd May 2014, Policy and Resources Scrutiny Committee on 3rd June 2014 and then Cabinet on the 4th June 2014.

The annual report was then presented to the Welsh Language Commissioner's Office during week commencing 16th June 2014.

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 and in the other documents mentioned throughout this report.

Annual Monitoring and Improvement Report 2013 - 2014

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 4) ii and Section 5) iii 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 and planned actions.</p>
<p>Update of Welsh Language Scheme Editorial Policy.</p>	<p>Greater awareness of bilingual requirements amongst new and existing staff.</p>	<p>Completed.</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) iii) 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>Ongoing as standard practice.</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>Ongoing as standard practice.</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.	Ongoing as standard practice.
To undertake 4 Welsh Language projects in partnership with the Menter Iaith.	Projects undertaken by the Menter Iaith that would not be able to be achieved by the Council alone.	See Section 5) ii 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 2 ii), Section 3) i and Appendix A of this report for staff data.
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 4 and Appendix B of this report 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 4 and Appendix B of this report 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.	Ongoing as standard practice but no groups are currently running.
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) iii) 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 ii) 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) iv for the 2013-2014 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.</p>

2. Welsh Language Front Line Services

i) *Children and Young People's Partnership*

In order to ensure that Welsh Language provision is considered as part of delivering services outside Welsh medium education structures, the Youth Services Strategy being developed by the Directorate of Education during 2013 was sent for consultation and assessment to a number of council staff and partners for comment.

Only the relevant extracts are copied here for the purposes of this report, the full strategy can be requested electronically if required.

This case study demonstrates how the impact assessment and consultation process in the Council - see **Section 5 i)** - helps achieve and deliver on a number of requirements of Welsh Language provision through a strategic and joined up approach between services.

The section below is taken from the main body of the Strategy and the relevant sections of the Action Plan can be found in detail in **Appendix C**.

CAERPHILLY YOUTH SERVICE STRATEGY 2014-2019

- 8) WELSH LANGUAGE AND CULTURE – Celebrate the Welsh Language, Culture and heritage of Caerphilly and Wales
- Provide young people with three levels of opportunity.
- fully bilingual provision
 - provision for young people who are learning Welsh
 - activity which celebrates the culture, history and heritage of Wales, including promoting the value of Welsh amongst young people.
- 9) EQUALITY OF OPPORTUNITY – Ensure equal access and support for all young people and the workforce.
- Conduct an audit of the needs of young people (including the use of existing data and surveys) and deliver an integration policy in line with the Council's Strategic Equalities Plan and Welsh Language Scheme.

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

Payroll Data

As shown in detail in **Appendix A**, despite still showing relatively low numbers of Welsh speakers recorded as employed by the Council, the efforts made to increase the numbers of those recorded (in terms of Welsh Language and other categories in the Equalities and Language data held on **iTrent**) has delivered improved results for 2013-2014 due to the data-cleansing work undertaken by the Equalities and Welsh Language team in the Policy Unit.

This year's figures stand at **406** as at the end of March 2014 compared with **208** as at the same period last year, and this is mostly due to data cleansing and improved recording of current staff, not the actual recruitment of more Welsh speakers to the Council.

At the time of writing this report, a number of service areas have already committed to working with the Equalities and Welsh Language team during 2014-2015 to improve the levels of Equalities and Language data recorded by staff, through specific actions in their Service Delivery Plans for the year.

Website and Social Media

This is an ongoing issue for the Council as despite efforts over the last few years to improve the levels of Welsh content on the website in particular (Facebook and Twitter have improved slowly over the last 18 months), progress has been slow. The issue is reflected in the complaints we receive (see **Section 3 iv**) that follows), and comments/queries from the Welsh Language Commissioner's Office, the Wales Audit Office and Cymdeithas yr Iaith about what will be done to tackle the problem.

During 2013-2014, it was decided to undertake a revamp of the corporate website in its entirety and because of this, the Senior Policy Officer (Equalities and Welsh Language) has met with colleagues from IT and agreed a way forwards to tackle the Welsh content on the new site.

- There will be 15 top sections covering the most important information topics and these will be fully bilingual from the launch date. These will be governed by the IT team and so will not be updated unless both languages are updated at the same time.
- Other sections will be governed by service areas under devolved content management, which is more problematic to monitor in terms of immediate bilingual content, however safeguards have been put in place that when text is being updated, it will trigger a requirement for translation at that point.
- Each page will be less text-heavy in any case, so the actual translation time will be reduced, thus speeding up uploading Welsh content.

iii) Mwy Na Geiriau / More Than Just Words

Attached as **Appendix D** for information is the Directorate of Social Services' 6 month review of progress, as submitted to Welsh Government.

iv) **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 :-

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 .

During 2013 - 2014, there have been 17 instances that can be classed as complaints falling under **3.2.1 ii)** above, that occurred during the financial year.

Complaints Details:

1 complaint re: lack of respect by Customer Services staff regarding someone's language choice.	Email and Letter
2 complaints re: standard of Welsh on the website	Email
2 complaints re: lack of Welsh on the website	Email
3 complaints aimed at Llancaiach Fawr due to lack of Welsh signage and publications	2 x Email 1 x Telephone
3 complaints re: errors in the Welsh on road signage	Email
1 complaint that Welsh was above English on temporary road signs	Telephone
1 complaint re: car parking signs being in English only	Email
2 complaints re: bilingual tourism signage being poor or incorrect	Email
1 complaint re: tourism signage being in English only	Email
1 complaint around language discrimination based on alleged practices to get rid of Welsh versions of place names.	Letter

All complaints were dealt with within corporate timescales and none have progressed to Stage 2 of the complaints process.

Complaints Resolutions:

- The complaint regarding lack of respect around language choice was difficult to fully resolve as many details contradicted each other, and there was no agreement about the actual incident itself by the parties allegedly involved. A letter was written back to the complainant with an apology for any misunderstanding that may have arisen and no further correspondence has been had on the subject.
- The 4 complaints concerning the standard of Welsh on the website and the lack of Welsh on the website show the ongoing issues we are having with this, however please refer to **Section 2ii) b)** previously for an update on the situation. The issues around the standard of Welsh were resolved quickly, with the text re-written for clarification and the lack of Welsh in certain areas has been partially resolved but again please refer to **Section 2ii) b)** previously for a fuller explanation of what will be happening.
- The Llancaiach Fawr signage and publications were due to locally printed ad hoc and temporary material not permanent or fully designed work. These issues were discussed with the manager and particularly as the Urdd Eisteddfod will be at Llancaiach in 2015, the staff are keen to show commitment to the Welsh language and to ensure that these issues do not occur again. In fact, staff at the Manor have committed to various Welsh lessons between now and next Spring to ensure they have greater awareness and understanding of the language.
- Taking the 8 signage issues together -
 - the errors in Welsh signage and the bilingual tourism ones were typos at the production stage (a missing space for example between two words, or letters transposed) and were due to signs not being proof-read before being erected - reminders of the need for proof-reading have been sent out;
 - the 2 English only signs were old signage that has never yet had to be replaced and so have not yet fallen under the requirements of the Welsh Language Scheme;
 - the complaint that Welsh was above English on temporary road signs concerned roadworks where the firm in question had re-used signs they had previously used in West Wales, as Caerphilly's scheme simply requires bilingual signage and does not specify which language comes first.
- The complaint around language discrimination practices to get rid of Welsh version of place names was thought to have been resolved but at the time of writing this report, further correspondence has been received and so the issue is ongoing. It is hoped the publication of the Place Names booklet over the summer of 2014 will help resolve this issue.

Corporate Complaints Information:

In addition to the above, during 2013, the Equalities and Welsh language complaints data now forms part of the quarterly reporting to the Audit Committee as part of the Corporate Complaints process, and the Senior Policy Officer (Equalities and Welsh Language) is also now part of the corporate Learning From Complaints Group that meets quarterly to discuss specific and cross-cutting complaints.

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 the payroll system within Caerphilly County Borough Council.

Financial year-end figures to 31st March 2014 show the following numbers:-

Directorate	Total Staff	Welsh Speakers	Percentage
Corporate Services	1,114	73	6.55
Social Services	1559	66	4.23
Environment Group	2,474	66	2.66
Education and Lifelong Learning	4,829	209	4.32
Total	9,543	406	4.25

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

The full year-end breakdown of Council staff's Welsh Language ability for 2013 - 2014 can be seen in **Appendix A**.

ii) *Welsh Language Indicator 1 - Procurement*

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

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

Records for 2012 - 2013 indicate that **104** contracts have been offered for tender by the Council's Procurement section, and **1170** companies invited to tender for them.

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 2013-2014, **1315** 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	0	46	(0)
2002 – 2003	66	0	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)
2013 – 2014	61	142	203	(16)
TOTALS	767	548	1315	(116)

This financial year a service level agreement was entered into where Caerphilly CBC supported Blaenau Gwent CBC with Equalities and Welsh Language courses. 8 Blaenau Gwent staff attended Welsh Language courses organised by Caerphilly.

This year's number are significantly higher due to a number of primary schools undertaking Welsh for the Family courses.

The full training report for the academic year 2012-2013 can be found online at www.caerphilly.gov.uk/equalities on the Training page, and the report for the academic year 2013-2014 will be published there by October 2014.

ii) **Welsh Language eLearning Module**

In order to help achieve the target of delivering Welsh Language Awareness courses as well as Conversational Welsh courses, four councils have been working with Learning Industries to adapt the eLearning Welsh Language module (that was developed by them and Hywel Dda Health Board for the Health Sector) for local authorities in Wales.

The councils of Caerphilly, Cardiff, Rhondda Cynon Taf and Merthyr have collaborated on this, which not only demonstrates cross-boundary and regional working, but has delivered financial savings on the cost by working as an ad-hoc consortium with Learning Industries.

Not only will the eLearning module assist Caerphilly CBC in finally being able to deliver awareness courses to around a third of its workforce via the intranet, but as part of the agreement, Cardiff Council will be translating the module, thus allowing the training to be accessed fully bilingually. This work in developing a bilingual eLearning module fits perfectly with the proposed All Wales Academy for Local Government, led by Cardiff Council and the WLGA (that is hoped will be funded by an ESF bid via WEFO).

The work has continued into the financial year 2014-2015 but is being noted here as an example of good practice and forward planning by four councils in South and South East Wales.

The image below, for information, shows one of the adapted screens on the test version, covering councils as opposed to the Health sector.

The screenshot displays the 'Welsh Language' eLearning module interface. The main content area is titled 'Course Learning Objectives' and features a green-bordered box with the heading 'By the end of this course, you will:'. Below this heading are four bullet points:

- Understand of the importance of the Welsh language in the delivery of Council services within Wales.
- Understand your own role and responsibilities in delivering Welsh language and bilingual services.
- Assess how you currently deliver Welsh language services and identify areas for improvement.
- Understand and be able to use simple Welsh words and phrases that may be useful when dealing with Welsh speaking service users.

The interface includes a sidebar menu on the left with the following items: Start, How To Use This Course, This Training Package, Course Menu (with sub-items: 1. Course Learning Objectives (checked), 2. Introduction, 3. Awareness and Assessment Toolkit, 4. Language Lab, 5. About the Language, 6. Course Summary), Useful Resources, Acknowledgements, and Credits. The bottom navigation bar contains 'PREV PAGE', 'Section 1', 'NEXT PAGE', and 'Page 5 of 99'.

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.

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.

2013-2014 Data

157 reports were impact assessed or had consultation comments provided for them during the financial year, though many did not have any linguistic implications due to the subject matter.

The full list of reports and projects can be found on the Assessing the Services page on the Council's website at www.caerphilly.gov.uk/equalities - these have had either a full impact assessment on them or were sent to the Equalities and Welsh Language team for consultation comments.

One example has been included in **Section 2 i)** and **Appendix C** as a Youth Services case study to show where this process, together with good communication links between service areas and the Equalities and Welsh Language team, has ensured that mainstreaming occurs and proper consideration is given to proportionate local requirements.

ii) Welsh within the Community

Together with the more formal aspects of the implementation of the Welsh Language Scheme within the Council, the Council and Menter Iaith Caerffili have worked together successfully to run a number of projects each year.

The projects were extremely successful in providing an opportunity for local residents including children, young people, families and adult learners to take part in Welsh medium activities within their local communities. Attendance at all workshops and sessions was high and attendees noted that they valued these opportunities and would like to see a similar programme of activities delivered again.

The projects have been completed successfully during the financial year. The projects were delivered during April 2013-March 31st 2014 and were co-ordinated by Menter Iaith's Principal Officer and supported by other Menter Iaith staff in addition to local volunteers.

a) Equality discussion Sessions

During the year Menter Iaith held ten 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. 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 sessions were held in New Tredegar, Ystrad Mynach, Machen, Newbridge, Caerphilly and Bedwas. An average of 20 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.

b) Welsh medium workshops for children and families

During July 2013-March 2014 a range of workshops and sessions were held for children and their families across the borough. 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, 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.

In May 2013 a family play session was held in Pen-yr-heol, where 15 families attended. Children were able to access a range of educational toys and resources in addition to taking part in musical sessions.

Parents were also able to access information and guidance around a range of issues. A further outdoor family session was held in August at Morgan Jones' Park, Caerphilly. A range of activities both art and craft and sporting were provided in addition to musical sessions.

Staff delivered 6 art and craft workshops throughout the year, held in Bargoed, Abertridwr and Bedwas. Within each workshop 25 children attended. During workshops held for October half-term 2013, 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.

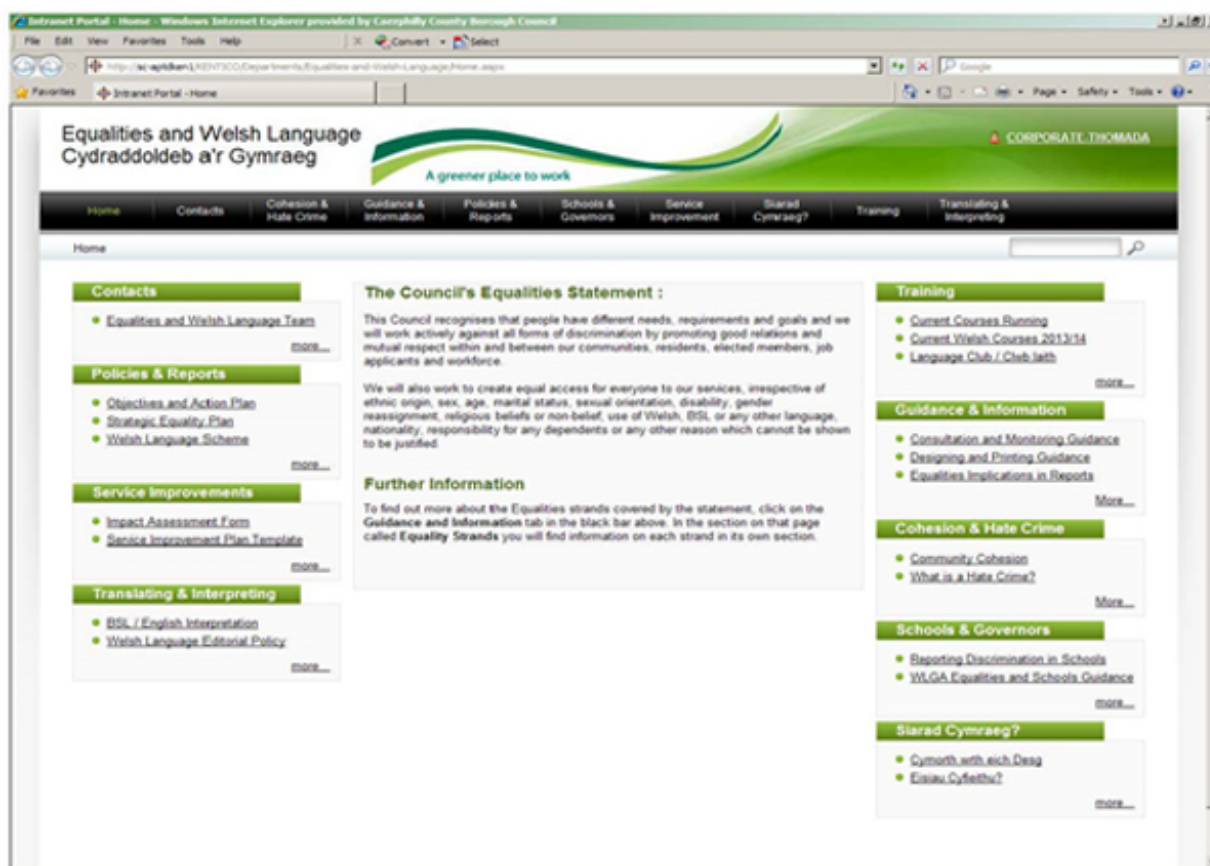
During October and February, cookery workshops were delivered to children aged 8-11 years old. During each workshop, held at the Groundworks Centre, Pontllanfraith, 10 children attended and were able to develop new skills and knowledge in terms of healthy eating and cookery skills.

iii) **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.

As noted in last year's report, 2013 however saw the development of the new Equalities and Welsh Language Portal for all staff who have access to the council's Intranet system.

Therefore in addition to some specific guidance, a great deal of time was spent during the financial year ensuring this new resource was available so that basic information was available to a much wider audience for the first time, plus would cut down on repeat questions for basic information. The screen-grab below shows the homepage:



The sections cover the following areas:

1) Home Page	6) Schools and Governors
2) Contacts	7) Service Improvement
3) Cohesion and Hate Crime	8) Siarad Cymraeg?
4) Guidance and Information	9) Training
5) Policies and Reports	10) Translation and Interpreting

Of relevance to this report in particular are sections 4, 5, 7, 8, 9 and 10 overleaf.

- **Guidance and Information**
 - In this section is a brief description of each of the Equality strands that are dealt with by the Equalities and Welsh Language Team. Sections exist on Linguistic Skills and Welsh Language giving brief details of relevant legislation and information.
 - There is also a section where the guidance documents can be accessed, including the Consultation and Monitoring Guidance, the Equalities Implications in Reports Guidance, How to type Accents Guidance (all of which contain aspects of Welsh Language provision).
 - The information section contains Census Data by Equalities Categories (including Welsh speakers), the staff workforce profiles (also including Welsh speakers), Place names in the county borough, a list of useful Welsh phone apps and a factsheet on the Welsh National Anthem including a phonetic version.
 - The final section is Dates to Remember and amongst the range of Equalities dates there is also St David's Day and Diwrnod Shwmae for example.

- **Policies and Reports**
 - In this section staff can access the current Welsh Language Scheme, the Objectives and Action Plan and the Annual Monitoring and Improvement Reports.

- **Service Improvement**
 - In this section staff can access the Service Improvement Plan self-evaluation report, a blank SIP template and the blank Impact Assessment form.

- **Siarad Cymraeg?**
 - This is a new section for the Council's intranet as it is the only Welsh language provision currently. Aimed at Welsh speakers, it covers how to access resources "at your desk" to help people work in Welsh (the Welsh spellchecker CD Cysgliad, dictionaries, the Iaith Gwaith/Working Welsh lanyards and badges), how to translate on-line using Google translate (but noting the need for proof-reading) and lastly "Gloywi Iaith" courses (improvement and confidence courses) for Welsh speakers who may not use Welsh in the workplace currently.

- **Training**
 - There is a specific section here for all the Welsh courses for learners currently offered - 2 day tasters or 30 weeks courses, Say Something in Welsh online learning, residential courses and learner resources available. The general training section contains full details of how to book a place, timetables and the Council's Terms and Conditions document.

- **Translating and Interpreting**
 - In the Welsh Language section, there are details of how to book simultaneous translators, how to arrange written Welsh/English translation and proof-reading, the Welsh Language Editorial Policy and a growing number of Glossaries to help learners, such as Days and Dates, the Welsh Alphabet and Working in The Council.

6. Analysis of Performance by Priority and Target

i) Service Improvement Plans (SIPs)

For 2013-2014, a full report was prepared and published on the Equalities and Welsh Language work included and undertaken by all service areas within the council. The report is the most detailed that has ever been undertaken on Service Improvement Plans and this work was positively noted by the Wales Audit Office in their analysis of Council Performance for 2013-2014:-

In our Improvement Assessment Letter to the Council in October 2012, we made a proposal for improvement about the need for equality impact assessments to be undertaken robustly and consistently for all Service Improvement Plans. It is positive to note that the Council has taken steps to address this. The Council's Equalities Officer has run a series of workshops this year with services to improve their equalities planning. The Service Improvement Plans are reviewed by the Council's Equalities and Sustainable Development Officers as well as the Council's Performance Management Unit and feedback is provided to the service. Any areas for improvement are then addressed by the services before being finalised. The Council's Equalities Officer also provides a whole authority Service Improvement Plan report to Corporate Management Team which outlines the alignment between the Service Improvement Plans and the equality objectives.

Section 102 - Wales Audit Office Annual Improvement Report 2014 for Caerphilly CBC

The evidence recorded in the SIPS shows that implementation across all service areas can be inconsistent, however actual practice across service areas is generally very good. This point has been made in the report, as often what is found when meeting with service areas is that so much is done as a matter of course, that the direct links between that service area's day-to-day work and Equalities and Welsh Language issues are overlooked or taken for granted.

The information provided here also fulfils the requirement to evidence the support provided for service areas by the Equalities and Welsh Language Team. The full report can be found on the Assessing the Services page of the Council's Equalities web pages at www.caerphilly.gov.uk/equalities.



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 Newslines, 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 in the Autumn each year on the previous academic year, and this also contains all the Welsh language training provided.

The Self-evaluation report on the Council's Service Improvement Plans (SIPs) noted in **Section 6 i)** also contains information on Welsh Language performance from each service area - though as also is noted many ongoing actions and good practice were left out of the SIPs and this is to be addressed during 2014-2015 through greater internal support and engagement.

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.

The Linguistic Skills page of the Council's website contains information and a pdf document giving 6 financial years' worth of information on these costs, split into three sections covering Welsh, BSL and other spoken languages. There is also some narrative to give context and background.

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

8. Team Information

The Equalities and Welsh Language Team sit within the Policy Unit, in the Legal and Democratic Services Division under Corporate Services.

The team increased from 3 to 5 staff members in 2013, with three of those being translators and the other two working on corporate Equalities and Welsh Language issues across the Council's service areas.

The team is 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 2014

i) OVERALL STAFF FIGURES

	Total Staff	Welsh Speakers	%
<i>Corporate Services</i>			
Corporate Finance	154	9	5.84
Housing	322	21	6.52
Human Resources	89	6	6.74
Information & Citizen Engagement	208	13	6.25
Legal and Governance	120	16	13.33
Performance & Property	76	6	7.90
WHQS Programme	145	4	2.75
<i>Total</i>	1,114	73	6.55
<i>Directorate of Social Services</i>			
Adult Services	1,196	49	4.09
Business Support	38	2	5.26
Children's Services	321	15	4.67
<i>Total</i>	1559	66	4.23
<i>Environment Group</i>			
Community & Leisure Services	1,246	10	0.80
Engineering and Transport	273	10	3.66
Planning & Regeneration	357	28	7.84
Public Protection	737	19	2.57
<i>Total</i>	2,474	66	2.66

	Total Staff	Welsh Speakers	%
Directorate of Education & Lifelong Learning			
Learning, Education and Inclusion	464	63	13.57
Lifelong Learning	566	47	8.30
Planning & Strategy	45	2	4.44
Schools	3,837	103	2.68
Total	4,829	209	4.32
COUNCIL TOTALS	9,543	406	4.25

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 "Quite Well" column refers staff member who can read, speak, understand and write quite well, not 4 different members of staff.

ii) CORPORATE SERVICES

Corporate Finance	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading		2	2	4	1
Speaking/Use		1	1	7	
Understanding		1	2	6	
Writing		1	1	6	1
Total Staff	9				

Housing	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1	1		11	8
Speaking/Use	1	1		16	3
Understanding	1	1		16	3
Writing	1	1		11	8
Total Staff	21				

Human Resources	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	2	1		3	
Speaking/Use	2	1		3	
Understanding	2	1		3	
Writing	2	1		2	1
Total Staff	6				

Information & Citizen Engagement	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	3	1	2	7	
Speaking/Use	3	1	1	8	
Understanding	4		3	6	
Writing	4		1	8	
Total staff	13				

Legal & Governance	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	5	4	2	3	2
Speaking/Use	5	4	2	5	
Understanding	5	3	1	2	5
Writing	5	4	2	3	2
Total staff	16				

Performance & Property	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1		2	3	
Speaking/Use	1			5	
Understanding			1	4	1
Writing	1		1	4	
Total staff	6				

WHQS Programme	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading				2	2
Speaking/Use				4	
Understanding				3	1
Writing				2	2
Total staff	4				

iii) DIRECTORATE OF SOCIAL SERVICES

Adult Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	11	14	6	13	5
Speaking/Use	11	7	14	15	2
Understanding	12	10	6	16	5
Writing	9	12	10	12	6
Total staff	49				

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

Children's Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	2			10	3
Speaking/Use	2			10	3
Understanding	2			12	1
Writing	2			8	5
Total staff	15				

iv) ENVIRONMENT GROUP

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

Planning & Regeneration	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	4	5	3	15	1
Speaking/Use	3	3	5	16	1
Understanding	4	3	3	15	3
Writing	3	3	3	16	3
Total staff	28				

Community and Leisure Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1		5	3	1
Speaking/Use	1		4	5	
Understanding	1		4	3	2
Writing	1		4	4	1
Total staff	10				

Public Protection	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	5	1	2	8	3
Speaking/Use	5	1		11	2
Understanding	3	2	2	10	2
Writing	4	2	1	9	3
Total staff	19				

v) **DIRECTORATE OF EDUCATION & LIFELONG LEARNING**

Learning Education & Inclusion	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	7	6	5	27	18
Speaking/Use	6	4	8	37	8
Understanding	5	5	5	41	7
Writing	5	6	7	26	19
Total staff	63				

Lifelong Learning	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	4	2	5	27	9
Speaking/Use	4	3	5	32	3
Understanding	2	3	3	30	9
Writing	4	2	4	28	9
Total staff	47				

Planning & Strategy	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading				2	
Speaking/Use				2	
Understanding				2	
Writing				2	
Total staff	2				

Schools	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	62	4	8	21	8
Speaking/Use	61	5	6	29	2
Understanding	6	2	5	20	70
Writing	60	5	7	22	9
Total staff	103				

APPENDIX B - Welsh Language Training 2013 - 2014

207 people attended the various Welsh Language training courses during the year, 12 of whom were from partner organisations.

DIRECTORATE	MALE	FEMALE	TOTAL
Corporate Services	13	16	29
Education and Leisure	18	119	137
Environment	13	16	29
Social Services	5	14	19
External	2	3	5

219

EXTERNAL PARTNERS	MALE	FEMALE	TOTAL
Member of the Public		1	1
South Wales Police	1		1
VALREC	1	2	3

5

GENDER	MALE	FEMALE	TOTAL
Male	51		51
Female		168	168

219

AGE	MALE	FEMALE	TOTAL
16 – 25	22	11	33
26 – 39	8	46	54
40 – 49	8	37	45
50 – 65	8	26	34
66+	2	0	2
Not Disclosed	2	49	51

219

SEXUAL ORIENTATION	MALE	FEMALE	TOTAL
Heterosexual	42	112	154
Gay	3	0	3
Lesbian	0	1	1
Bisexual	1	0	1
Other	0	0	0
Not Disclosed	5	55	60

219

MARITAL STATUS	MALE	FEMALE	TOTAL
Single	24	23	47
Married	17	70	87
Separated	0	2	2
Surviving Civil Partnership	1	0	1
Divorced	0	5	5
Living With Partner	3	19	22
Widowed	0	1	1
Not Disclosed	6	48	54

219

EMPLOYMENT STATUS	MALE	FEMALE	TOTAL
Permanent (Full-time)	21	65	86
Permanent (Part-time)	1	26	27
Temporary (Full-time)	8	4	12
Temporary (Part-time)	0	4	4
Casual (Full-time)	1	3	4
Casual (Part-time)	0	1	1
Fixed Term (Full-time)	11	14	25
Fixed Term (Part-time)	1	2	3
Not Disclosed	8	49	57

219

GRADE/SALARY	MALE	FEMALE	TOTAL
1 – 3	6	18	24
4 – 7	5	22	27
8 – 10	7	15	22
11 – 12	3	15	18
Teacher	1	3	4
Soulbury	0	1	1
Hay Grade	1	7	8
Not Disclosed	28	87	115

219

DISABILITY	MALE	FEMALE	TOTAL
I am not Disabled	39	105	144
Learning Difficulties	1	3	4
Hearing Impaired	1	0	1
Mobility Impaired	1	3	4
Not Disclosed	9	57	66

219

LONG TERM ILLNESS/HEALTH PROBLEM	MALE	FEMALE	TOTAL
Yes	5	9	14
No	41	104	145
Not Disclosed	5	55	60

219

WELSH LANGUAGE SKILLS					
	A Little	Moderate	Quite Well	Fluently	TOTAL
Speak	84	20	6	1	111
Understand	79	20	10	1	110
Read	65	16	10	1	92
Write	64	17	6	1	88

BRITISH SIGN LANGUAGE SKILLS	MALE	FEMALE	TOTAL
Use	0	4	4
Understand	1	11	12
Not Disclosed / None	50	153	203

219

OTHER LANGUAGE SKILLS	MALE	FEMALE	TOTAL
BSL	0	1	1
Dutch	0	1	1
French	2	4	6
German	2	2	4
Greek	1	0	1
Italian	1	0	1
Scottish	0	1	1
Spanish	1	1	2
Not Disclosed / None	44	158	202

219

NATIONAL IDENTITY	MALE	FEMALE	TOTAL
British	14	42	56
Scottish	0	1	1
English	1	2	3
Welsh	29	79	108
Other	0	1	1
Not Disclosed	7	43	50

219

ETHNICITY	MALE	FEMALE	TOTAL
White British	44	115	159
Irish	0	2	2
Other	0	1	1
Not Disclosed	7	50	57

219

RELIGION	MALE	FEMALE	TOTAL
Christian	13	57	70
No Religion	24	51	75
Sikh	0	2	2
Other	1	1	2
Not Disclosed	13	57	70

219

WITHDRAWN	MALE	FEMALE	TOTAL
Corporate Services	2	0	2
Education and Leisure	1	4	5
Environment	0	1	1
Social Services	1	6	7
External	0	1	1

16

APPENDIX C -

Extract from the CCBC Youth Services Strategy 2014- 2019 Action Plan

Objective 8 Welsh Language	To ensure that the Youth Service responds to the Welsh Government Welsh Language Strategy and complies with the Council's Welsh Language Scheme.	Tanis Cunnick Paul O'Neil David A. Thomas	From April 2014
8.1	To facilitate a strategic group that identifies barriers and resolves issues in terms of Welsh medium provision which include, language awareness, confidence and fluency issues amongst practitioners and young people.	Tanis Cunnick Anwen Rees	By September 2014
8.2	To ensure that local strategies include objectives and key performance indicators to provide three levels of engagement and opportunity <ul style="list-style-type: none"> • young people who are bilingual • young people who are learning Welsh • activities which celebrate the culture, history and heritage of Wales, including promoting the value of Welsh amongst young people. 	Tanis Cunnick	By September 2014
8.3	To ensure that the Youth Service responds to the Welsh Government Welsh Language Strategy.	Tanis Cunnick	By September 2014
8.4	To hold an audit of Welsh language provision.	Tanis Cunnick Menter Iaith Caerffili	Annually
8.5	To ensure sufficient numbers of youth officers are trained to carry out their work through the medium of Welsh.	Tanis Cunnick Anwen Rees	Annually
8.6	To ensure that leaders are trained in ensuring that in bilingual situations young people are encouraged to use their Welsh.	Tanis Cunnick	Annually

Objective 9 Diversity	To ensure that the Youth Service Strategy reflects and promotes the diversity of young people, in line with the Council's Strategic Equality Objectives.	Paul O'Neill David A. Thomas	From April 2014
9.1	To undertake an Equality Impact Assessment of all youth work project plans.	Paul O'Neill	By March 2015
9.2	To undertake and respond to a diversity audit of young people accessing the Youth Service irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh, BSL or any other language, nationality, responsibility for any dependents or any other reason which cannot be shown to be justified.	Paul O'Neill	By March 2015
9.3	To develop diversity guidance regarding work with young people from across all equality strands.	Paul O'Neill	By March 2015
9.4	To develop a range of diversity training for youth workers to ensure parity of opportunity for all young people.	Paul O'Neill Anwen Rees	Use existing CCBC provision
9.5	To embed community cohesion within local Youth Service Action Plans and delivery and promote good relations and positive attitudes among young people.	Paul O'Neill Chris Hunt	By March 2015

APPENDIX D -

SOCIAL SERVICES AND SOCIAL CARE - Caerphilly

'Mwy na Geiriau' / 'More than just Words' Year 1 – Six Month 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

Outcome	Actions	Lead Responsibility	6 month situation (Red/Amber/Green)	Est. situation at the end of year 1 (Red/Amber/Green)	How will we monitor Progress
1. People receive language sensitive care, because social services and social care providers mainstream Welsh language services into all aspects of planning, commissioning and delivery.	1.1 Informed by the Directors of Public Health needs assessments, the Care Council for Wales working with NLIAH and the Welsh language Unit to issue guidance on how to analyse community language needs.	Director of Public Health, The Care Council of Wales, NLIAH and the Welsh Language Unit.			

Outcome	Actions	Lead Responsibility	6 month situation (Red/Amber/Green)	Est. situation at the end of year 1 (Red/Amber/Green)	How will we monitor Progress
	1.2 Under the leadership of Directors of Social Services, department to establish their Welsh language community profile and use this information as a baseline for planning local services.	LA Director of Social Services	Service users are asked language choice at the commencement of service.	<p>Conduct analysis on the community need for support through the Welsh language utilising the data collated to date.</p> <p>Conduct analysis on the ability and capacity of the department's workforce to provide service through the medium of Welsh.</p>	<p>File & service plan audits.</p> <p>Service User surveys</p> <p>Complaints, compliments & representations</p> <p>Census 2011 data</p> <p>CCBC Workforce profile data</p> <p>CCBC Equalities and Welsh Language training programme</p>

<p>2. ICT systems support front line staff to provide services for users and carers in their own language.</p>	<p>2.1 Increase awareness of the impact of language sensitivity (quality care issues and the organisations' legal responsibilities) among ICT staff that support social services.</p>	<p>Director of Social Services and ICT Service Manager.</p>	<p>The LA Welsh language website has been live for some time.</p> <p>The website is continuously being developed</p> <p>Staff database of Welsh speakers is available to support contact centre staff.</p> <p>Equalities and Welsh Language Intranet Portal launched in August 2012 - contains information and guidance</p>	<p>Staff database of Welsh speakers to be available to support contact centre staff.</p> <p>Contact staff signposting to Welsh speaking staff and services when required.</p>	<p>CCBC corporate website being revamped during 2013 and this will ensure content is added and updated</p> <p>Database in place</p> <p>Feedback from staff</p> <p>Staff use of Intranet Portal</p>
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Please use the space below to provide an explanation of the colour code used in box four and five.

<p>1.2 2.1</p>	<p>Amber – File audits to ensure consistent application Red – Commence more comprehensive analysis of the workforce</p> <p>Amber – Partly in place & ongoing development Red - Need to ensure database is in place, ease of use & consistent application</p>
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Strategic Objective 2: To build on current best practice and plan, commission and provide care based on the ‘Active Offer’

Outcome	Actions	Lead Responsibility	6 month situation (Red, Amber, Green)	Estimated situation at the end of year 1 (Red/Amber/Green)	How will we monitor Progress
1. In line with the emphasis on individual-centred services in Sustainable Social Services for Wales, raise awareness of the “Active Offer” among social services and social care staff.	1.3 Take practical steps to implement the “Active Offer” service in an incremental way, starting with the first point of contact service and information services. Record when able to respond.	Director of social services.	Welsh speaking staff identified in service areas.	Conduct analysis on the ability and capacity of the department’s workforce to provide service through the medium of Welsh. Encourage greater reporting by staff of language skills on iTrent Payroll system	Included in annual Service Improvement Plan which is subject to quarterly monitoring. CCBC Workforce Profiles
4. Users and carers will be empowered if they are able to speak with staff in their first language.	4.1 Welsh Language Champions within Social Services Departments and local authority HR Departments to disseminate current best practice, particularly to service heads.	Welsh Language Champions and local authority HR Departments.		Welsh Language Champion identified . Role publicised to other staff and key stakeholders.	Champion in place

Outcome	Actions	Lead Responsibility	6 month situation (Red, Amber, Green)	Estimated situation at the end of year 1 (Red/Amber/Green)	How will we monitor Progress
	4.4 Encourage social service and social care staff to wear the “Working Welsh” logo and to incorporate the “Working Welsh” logo into uniforms they provide for some workers.	Commissioners and providers.	Stock of lanyards held centrally by the Corporate Equalities and Welsh Language team and advertised on their intranet Portal.	As 1.3 above	Use of “Iaith Gwaith / Working Welsh” lanyards. User and carer feedback

Please use the space below to provide an explanation of the colour code used in box four and five.

<p>1.3 Green - Survey in place and information obtained Amber - More detailed survey needed in terms of the degree / extent of skills using Workforce profile data</p> <p>4.1 Red – Champion yet to be identified.</p> <p>4.4 Green - as noted Amber - reliant on 1.3 box 5 being undertaken / completed</p>
--

Strategic Objective 3: To increase the capability of the workforce to provide Welsh language services in priority areas and language awareness amongst staff

Outcome	Actions	Lead Responsibility	6 month situation (Red, Amber, Green)	Estimated situation at the end of year 1	How will we monitor Progress
<p>1. Users are empowered because workforce plans that are informed by an analysis of community language needs and reliable data on the Welsh language skills of staff, will enable organisations to meet their needs.</p>	<p>1.1 Workforce planning methodology to incorporate assessment of community Welsh language needs and the Welsh language skills of the workforce.</p>	<p>Director of Social Services</p>	<p>Equalities and Welsh language section already embedded in corporate Service Improvement Plan template for many years.</p>	<p>Commence analysis of community Welsh language needs.</p> <p>Conduct analysis on the ability and capacity of the department to provide service through the medium of Welsh.</p>	<p>Monitoring of annual improvement plans working with the Senior Policy Officer (Equalities and Welsh Language).</p> <p>Use of Census 2011 data and Ward profiles provided by Corporate Equalities and Welsh Language team.</p> <p>Use of school population data (14% of CCBC school pupils are in Welsh medium education)</p>
	<p>1.2 The Care Council for Wales to quality assess the workforce information to ensure that data includes information on community language needs and the workforce's Welsh language skills.</p>	<p>The Care Council for Wales</p>			

	1.4 The statutory Annual Report of the Director of Social Services in Wales to include information on Welsh language skills within workforce plans, and how this responds to community needs.	Director of Social Services in Wales	This is in place.	Continue approach implemented.	Cross-reference this report to other sources mentioned in this document to ensure consistency and lack of duplication.
	1.7 Social Services Departments to report on Welsh language skills within their workforce, as part of the LA data collection, for their Welsh Language scheme performance.	LA Director of Social Services	This is in place and in-line with the Welsh language monitoring report.	Continue approach implemented.	Annual Welsh Language Improvement and Monitoring Reports CCBC Workforce profile data.

Please use the space below to provide an explanation of the colour code used in box four and five.

- 1.1. Green - as noted
- Amber - more refined and detailed analysis necessary
- 1.4 Green - in place
- Green - ongoing
- 1.7 Green - in place since 2007
- Green - ongoing

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

Outcome	Actions	Lead Responsibility	6 month situation (Red, Amber, Green)	Estimated situation at the end of year 1	How will we monitor Progress
<p>1. Visible leadership and commitment from political leaders and senior officers to strengthen Welsh language services and create a bilingual culture within organisations, will ensure more user centred services that respect people's cultural identity.</p>	<p>1.1 To ask political leaders, Directors of Social Services to issue a statement setting out:</p> <ul style="list-style-type: none"> • Their wish to see sensitivity to the Welsh language reflected throughout their organisation to ensure quality care and effective services • The importance of responding to user's Welsh language needs in assessing and caring for users. 	<p>Local Authority Social Services Portfolio Holder and Director of Social Services</p>	<p>This is included in the local authority's Welsh language scheme.</p>	<p>Continue approach implemented.</p>	<p>Director Of Social Services Annual Report</p> <p>Council's Welsh Language Scheme.</p> <p>Response to draft Welsh Language Standards consultation.</p>

	1.2 Agree the steps they will take to satisfy themselves that the service they provide are sensitive and appropriate.	Portfolio Holders and Directors of Social Services	Quality measures to be developed.	Quality measures to be developed by end of year 1.	
	1.3 Directors to put arrangements in place to monitor how the National Strategic Framework and Action Plan is being implemented.	Director of Social Services	Quality measures to be developed.	Quality measures to be developed by end of year 1.	
	1.5 Directors of Social Services to designate a senior officer as Welsh Language Champion within the Department.	Director of Social Services	No progress	Senior Officer within the department been identified.	Liaison with corporate Equalities and Welsh Language team and local Welsh medium organisations.

Please use the space below to provide an explanation of the colour code used in box four and five.

- 1.1 Green - current practice and ongoing
- 1.2 Red - requires action
- 1.3 Red - requires action
- 1.4 Red - requires action
- 1.5 Red - requires action

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

Outcome	Actions	Lead Responsibility	6 month situation (Red, Amber, Green)	Estimated situation at the end of year 1	How will we monitor Progress
1. Mainstreaming the Welsh language dimension into health and social care training and professional development programmes	2.3 Training and staff development programmes to increase the capacity of staff to provide services through the medium of Welsh, and to initially target training at increasing the confidence of existing Welsh speakers to use the language at work, and raise awareness among key staff particularly front line staff and team managers.	Director of Social services and senior managers of all care providers	Welsh language training opportunities are provided annually and corporately.	Continue with current approach and also add in specific awareness training as necessary.	Numbers of staff attending training. Corporate annual report on Equalities and Welsh language training provision. Partnership working with 4 councils and ABHB on regional training programmes.

Please use the space below to provide an explanation of the colour code used in box four and five.

2.3 Green - in place, ongoing and there will be a continued approach moving forward.
Amber - ongoing work with some specific developments around awareness of "More Than Just Words"

Strategic Objective 6: National Strategies, policies and leadership.

Outcome	Actions	Lead Responsibility	6 month situation (Red, Amber, Green)	Estimated situation at the end of year 1	How will we monitor Progress
3. Strong leadership from Government departments to strengthen Welsh language services will ensure priority is given to providing better quality services for Welsh speaking users.	3.1 The Annual Report of the Director of Social Services Wales to include a section on how service provision is meeting user's needs and report on progress and improvement targets.	Director of Social Services Wales	Consideration to be given in the next Directors Annual Report.	To be completed by end of year 1.	Appropriate content contained in the report
	3.5 Value Wales to issue guidance on Welsh language procurement/ commissioning in line with the Welsh Language Commissioner's procurement guidance.	Value Wales	Until Value Wales' Guidance is issued, CCBC already has a robust procurement approach in place Equalities and Welsh language issues	CCBC specific guidance already in place on procurement	Awaiting Value Wales guidance however local CCBC practice ongoing and monitored in the Annual Welsh Language Improvement and Monitoring Reports

	3.6 Commissioning and contracting work undertaken by DHSSC and national agencies to operate in accordance with the Welsh Language Commissioner's procurement guidelines.	DHSSC and national agencies			
4. Strong and visible leadership from ADSS Cymru to the Welsh Language Strategic Framework.	4.1 ADSS Cymru to commit and demonstrate visible leadership to the implementation of the Strategic Framework.	ADSS Cymru			

Please use the space below to provide an explanation of the colour code used in box four and five.

- 3.1 Amber - will be contained in the next annual report.
- 3.5 Amber - local arrangement in place, awaiting Value Wales guidance