

Public Document Pack



The following reports are Information Items for the Policy and Resources Scrutiny Committee.

- 1. Corporate Services and Miscellaneous Finance Revenue Budgets 2016-17**
- 2. Corporate Services and Miscellaneous Finance Revenue Grants 2016-17**
- 3. Welsh Language Standards Annual Report**



POLICY AND RESOURCES SCRUTINY COMMITTEE - FOR INFORMATION

**SUBJECT: CORPORATE SERVICES & MISCELLANEOUS FINANCE REVENUE
BUDGETS 2016-17**

REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES & S151 OFFICER

1. PURPOSE OF REPORT

- 1.1 To provide Members with details of the 2016/17 revenue budgets for Corporate Services and Miscellaneous Finance.

2. SUMMARY

- 2.1 The report provides details of the 2016/17 revenue budgets for Corporate Services and Miscellaneous Finance and briefly outlines the next steps to progress the budget strategy for 2017/18.

3. LINKS TO STRATEGY

- 3.1 The contents of this report reflect the budget strategy agreed by Council at its meeting on the 24th February 2016.

4. THE REPORT

4.1 2016/17 Revenue Budget

- 4.1.1 The Welsh Government's Revenue Support Grant (RSG) for Caerphilly CBC for the 2016/17 financial year is a reduction of 0.9% i.e. a cash decrease of £2.275m.
- 4.1.2 Members will recall that as a consequence of the financial settlement a revised package of savings totalling £11.117m was agreed to enable the Council to deliver a balanced budget for the 2016/17 financial year. Savings for Corporate Services and Miscellaneous Finance amount to £4.215m.
- 4.1.3 The approved 2016/17 budgets for Corporate Services and Miscellaneous Finance total £77.282m and full details are provided in Appendix 1.

4.2 Corporate Services

- 4.2.1 The 2016/17 budget for Corporate Services is £22.087m, which is net of agreed savings totalling £2.459m.

4.2.2 In line with the budget strategy agreed at Council on the 24th February 2016 the Corporate Services base budget has been uplifted for inflation. An allowance of 1.2% has been made for pay (£248k), together with a 2% uplift for NI contributions (£367K) and a reduction in the employer's pension contribution of 0.58% (£103K)

4.2.3 The budgets for Corporate Policy and Performance Management have been amalgamated within the budget report to reflect the fact that these teams have been merged from April 2016.

4.3 Miscellaneous Finance

4.3.1 The 2016/17 budget for Miscellaneous Finance is £55.195m, which is net of agreed savings totalling £1.755m.

4.3.2 The main budget increases, in line with the budget strategy agreed at Council on the 24th February 2016 are:-

- £2.5m for the Social Services Cost Pressures Contingency.
- £1.6M one off funding for Dry Recycling Waste.
- £215K one off funding for Carbon Management Initiatives
- £76K Local Government Borrowing Initiative for 21st Century Schools funding.

4.3.3 The budget for the Council Tax Reduction Scheme has been increased by £195k in line with the increase in the Council Tax for 2016-17.

4.4 Budget Strategy for 2017/18 to 2019/20

4.4.1 No indicative RSG settlement figures for future years have been provided by the Welsh Government. For planning purposes the Council's current Medium Term Financial Plan (MTFP) assumes further reductions in the RSG of 1.4% for the three year period 2017/18 to 2019/20. This results in total savings required of £32.159m over the period 2016/17 to 2019/20.

4.4.2 Further detailed work will be carried out to identify a range of savings proposals to meet the significant financial challenges that lie ahead.

5. EQUALITIES IMPLICATIONS

5.1 This report is for information purposes so the Council's Equalities Impact Assessment (EqIA) process does not need to be applied.

6. FINANCIAL IMPLICATIONS

6.1 As identified throughout the report.

7. PERSONNEL IMPLICATIONS

7.1 The personnel implications of agreed savings will be carefully managed and where possible staff will be fully supported to identify appropriate redeployment opportunities.

8. CONSULTATIONS

8.1 There are no consultation responses that have not been reflected in this report.

9. RECOMMENDATIONS

9.1 That Scrutiny Committee notes the content of this report.

10. REASONS FOR THE RECOMMENDATIONS

10.1 To ensure that the Scrutiny Committee is provided with full details of the 2016/17 revenue budgets for Corporate Services and Miscellaneous Finance.

11. STATUTORY POWER

11.1 Local Government Acts 1972 and 2000.

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Consultees: - Corporate Services Senior Management Team
N. Scammell – Acting Director of Corporate Services & S151 Officer
S. Harris – Interim Head of Corporate Finance
A. Southcombe – Finance Manager Corporate Services
M. Eedy – Finance Manager.
Cllr Barbara Jones, Deputy Leader/Cabinet Member for Corporate Services

Background Papers

- Report to Council 24/2/16 – Budget Proposals 2016/17 and Medium Term Financial Strategy 2016/2021
- Budget working papers – Accountancy Section

Appendices

Appendix 1 – 2016/17 Revenue Budgets (Corporate Services and Miscellaneous Finance)

<i>CORPORATE SERVICES DIRECTORATE</i>	Estimate 2015/2016	Revised Estimate 2015/2016	Estimate 2016/2017
<i>SUMMARY</i>			
<i>CHIEF EXECUTIVE AND SECRETARIAT</i>	241,517	241,517	246,454
<i>DEPUTY CHIEF EXECUTIVE</i>	187,249	187,249	197,413
<i>CORPORATE FINANCE</i>			
Financial services	2,153,341	2,153,341	2,030,073
Procurement	447,226	447,226	402,416
	2,600,567	2,600,567	2,432,489
<i>LEGAL & GOVERNANCE</i>			
Legal	855,058	855,058	844,518
Democratic Services	1,880,945	1,880,945	1,796,427
Electoral Services	305,617	305,617	309,829
	3,041,620	3,041,620	2,950,774
<i>CORPORATE POLICY</i>			
Policy	457,776	457,776	900,836
Equalities	186,684	186,684	170,355
PMU			228,787
Community Safety			115,974
	644,460	644,460	1,415,952
<i>HOUSING SERVICES</i>			
General Fund Housing	672,683	672,683	674,110
Private Housing	526,188	526,188	427,161
Building Maintenance	(118,130)	0	0
	1,080,741	1,198,871	1,101,271
<i>INFORMATION AND CITIZENS ENGAGEMENT</i>			
IT Services	4,690,281	4,690,281	4,474,892
Central Services	407,598	407,598	417,070
Communications Unit	291,475	325,496	268,665
Customer First	1,450,953	1,450,953	1,196,841
	6,840,307	6,874,328	6,357,468
<i>PERFORMANCE & PROPERTY</i>			
Performance Management Unit	304,363	304,363	6,819
Corporate Property Services	573,299	573,299	537,747
Corporate Premises	2,676,909	2,676,909	2,169,113
Asset Management Facilities	2,090,150	2,090,150	2,021,067
Building Consultancy	(10,661)	(10,661)	3,767
	5,634,060	5,634,060	4,738,513
<i>HUMAN RESOURCES</i>			
Human Resources	1,884,625	1,907,047	1,705,549
Trade Union Facilities	25,230	25,230	27,844
	1,909,855	1,932,277	1,733,393
<i>HEALTH & SAFETY</i>	1,048,526	1,048,526	913,335
<i>TOTAL CORPORATE SERVICES</i>	23,228,902	23,403,475	22,087,062

CORPORATE SERVICES & MISCELLANEOUS FINANCE 2016/17 BUDGET REPORT

NDIX 1

MISCELLANEOUS FINANCE	Estimate 2015/2016	Revised Estimate 2015/2016	Estimate 2016/2017
MISCELLANEOUS FINANCE			
Staff Related Costs			
Pension Contribution - Former Authorities Ongoing	1,234,213	1,234,213	1,249,024
Recharge to Education - Former Authorities	(191,333)	(191,333)	(191,333)
	1,042,880	1,042,880	1,055,395
Catering			
Subsidy	204,394		204,394
	204,394		204,394
Statutory Benefit Schemes			
Council Tax Benefits	14,633,828	14,633,828	14,828,941
General Rent Allowances	32,359,654	32,359,654	32,359,654
Rent Rebates	29,905,413	29,905,413	29,905,413
Rent Allowance War Widow Concessions	35,000		35,000
Housing Benefit Subsidy	(62,265,067)	(62,265,067)	(62,265,067)
	14,668,828	14,668,828	14,863,941
Levies Upon the Council			
Coroner	160,313		160,313
Archives	223,138		223,138
Fire Service Authority	8,225,773	8,225,773	8,278,714
	8,609,224	8,609,224	8,669,559
Capital Financing			
Debt Charges	18,146,367	18,146,367	17,646,367
Investment Income net of Recharges	196,028		196,028
CERA (Capital Expenditure funded from Revenue Account)	444,974		444,974
	18,787,369	18,787,369	18,060,267
Corporate and Democratic Core Costs			
Bank Charges	138,758		138,758
Income from HRA	(23,339)		(23,339)
Income from DLO/DSO	(9,963)		(9,963)
External Audit Fees	467,110		467,110
Income from HRA	(78,568)		(78,568)
Income from DLO/DSO	(33,538)		(33,538)
Subscriptions	108,992		108,992
	569,452		569,452

CORPORATE SERVICES & MISCELLANEOUS FINANCE 2016/17 BUDGET REPORT

NDIX 1

MISCELLANEOUS FINANCE	Estimate 2015/2016	Revised Estimate 2015/2016	Estimate 2016/2017
Grants to Voluntary sector			
Assistance to Voluntary sector	229,048		229,04
	229,048		229,04
Other Grant funding			
Spend on ad hoc Community Projects	258,000		
	258,000		
Private Finance Initiative			
PFI Schools	2,624,617	2,624,617	2,541,828
PFI SEW	4,280,489	4,280,489	4,161,756
	6,905,106	6,905,106	6,703,584
Other			
Miscellaneous Items	15,260		15,26
Prudential Borrowing for Islwyn West Secondary School	111,949		88,104
Budget Pressures	191,952		191,95
Waste Management Contingency	243,672		243,67
NNDR - Authority Empty Properties	128,551		128,55
Apprentice/Trainee Costs	149,749		2,92
Counsel Fees	325,512		325,51
Careline	85,335		85,33
Carbon Management Scheme	23,797		23,79
Carbon Energy Tax	218,362		218,36
IT Replacement Strategy	327,221		327,22
PV Panels Income	(40,600)		(40,60)
Risk Management Contribution	(157,217)	(275,34
Class 1A NI	0		
Proposed Waste Transfer Station - Ty Duffryn	150,000		150,00
Matched Funding for Community Schemes	25,000		10,36
Social Services Cost Pressure Contingency	0		
Dry Recycling Waste	0		
	1,798,543	1,518,948	5,044,494
TOTAL MISCELLANEOUS FINANCE	53,072,844	52,535,249	55,195,166
EXPENDITURE TO DIRECTORATE SUMMARY	76,301,746	75,938,724	77,282,228



POLICY AND RESOURCES SCRUTINY COMMITTEE – FOR INFORMATION

**SUBJECT: CORPORATE SERVICES AND MISCELLANEOUS FINANCE REVENUE
GRANTS 2016-17**

REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND S151 OFFICER

1. PURPOSE OF REPORT

- 1.1 To provide information to Members relating to revenue grants for 2016/17 for Corporate Services and Miscellaneous Finance.

2. SUMMARY

- 2.1 The report provides details of the 2016/17 revenue grant funding for Corporate Services and Miscellaneous Finance. The report excludes grant funded schemes where CCBC merely acts as banker for Partnership schemes. During the financial year further grants are often made available subject to new funding being identified and successful outcomes to bids.
- 2.2 The report is provided to ensure that Members are aware of grants and their intended purpose. Further details of individual grants can be made available to Members if requested.

3. LINKS TO STRATEGY

- 3.1 The effective utilisation of grant funding will support the Authority in delivering its stated aims and objectives.

4. THE REPORT

- 4.1 Appendix 1 provides a list of grants known at this point in time, along with a brief description of the use of the grant funding. Grant funding applies in the main to specific schemes and initiatives and is often time limited.
- 4.2 The current administration arrangements are such that each grant has an agreed set of terms and conditions. The grant funding body at year-end requests information to satisfy itself that the grant monies have been spent in accordance with its terms and conditions and for the majority of grants an external audit is required.
- 4.3 Where required, Auditors will assess expenditure against the terms and conditions of the grant. This assessment would normally comprise a random sample of spend, followed by an in-depth scrutiny of the sampled items. This could involve ensuring proper procurement processes have been adhered to and confirming spend complies with the conditions of the grant. Any issues identified will be investigated; this could lead to a need to review a larger sample of expenditure. The External Auditors produce a report annually summarising any

issues that have come to light during their audit of the Authority's grants.

5. EQUALITIES IMPLICATIONS

- 5.1 This report is for information purposes, so the Council's Equality Impact Assessment (EqLA) process does not need to be applied.

6. FINANCIAL IMPLICATIONS

- 6.1 Grant funding levels can change leading to uncertainty of funding. The majority of grants are subject to external audit and the expenditure must comply with the grant terms and conditions. Failure to comply may result in a qualification of the grant by the External Auditors, which could result in the clawback of the grant funding.

7. PERSONNEL IMPLICATIONS

- 7.1 Grant funded posts may be at risk if the funding is withdrawn. Wherever possible this risk is mitigated through fixed-term appointments to grant funded posts.

8. CONSULTATIONS

- 8.1 There are no consultation responses which have not been reflected in this report.

9. RECOMMENDATIONS

- 9.1 Members are requested to note the contents of the report.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To ensure that Members are aware of the revenue grants for Corporate Services and Miscellaneous Finance.

11. STATUTORY POWER

- 11.1 Local Government Act 1972 and 2003 and the Council's Financial Regulations.

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S. Harris – Interim Head of Corporate Finance
A. Southcombe – Finance Manager Corporate Services
Cllr Barbara Jones, Deputy Leader/Cabinet Member for Corporate Services

Background Papers:
Grant Allocation Reports 2016/17

Appendices:

Appendix 1- Schedule of Corporate Services and Miscellaneous Finance Grants 2016-17

Appendix 1 - Schedule of Corporate Services and Miscellaneous Finance Revenue Grant Funding for 2016-17

Grant	Funding Body	Grant Funding	Matched Funding	Division	Lead Officer	Purpose of Grant	Subject to Audit
Housing Benefits	Department for Work and Pensions (DWP)	£784,620		Housing Benefits	Acting Benefits Manager	Funds housing benefit staff who process housing benefit claims.	Yes
Housing Benefit Subsidy	Department for Work and Pensions (DWP)	£58,814,938		Housing Benefits	Acting Benefits Manager	Funds the housing benefits payments	Yes
Rural Development Plan/ Lead Body	EU funding via Welsh Government (WG)	£13,000		Accountancy	Finance Manager	Funds staff time on Lead Body financial compliance work	Yes
Police & Crime Panel	Home Office	£71,895		Legal & Governance	Interim Head of Legal Services & Monitoring Officer	Funds the panel members and associated costs in running the panel.	Yes
Communities For Work	EU funding via Welsh Government (WG)	£15,000		Accountancy	Finance Manager	Funds staff time on financial compliance work	Yes
Community Safety Grant	Police & Crime Commissioner	£52,023		Corporate Policy	Community Safety Officer	Reduction of anti-social behaviour in Caerphilly CBC	No
Promoting Positive Engagement for Young People at risk of offending	Welsh Government	£248,230		Corporate Policy	Community Safety Officer	Funds programmes of support for young people and families, and diversionary activities to reduce crime	No
Domestic Abuse Project	Welsh Government via Newport CBC	£10,000		Corporate Policy	Community Safety Officer	Part-funds Domestic Abuse officer	No
Domestic Abuse Project	Home Office	£10,000		Corporate Policy	Community Safety Officer	Part-funds Domestic Abuse officer	No
Total: -		£60,019,706					



POLICY AND RESOURCES SCRUTINY COMMITTEE – FOR INFORMATION

SUBJECT: WELSH LANGUAGE STANDARDS ANNUAL REPORT 2015-2016

REPORT BY: DIRECTOR OF SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform members of the progress made during the financial year 2015-2016 against four specific areas of Welsh Language work, as required under the regulatory framework for implementing the Welsh Language Standards and the former Welsh Language Scheme.
- 1.2 The report will then be published online by the deadline date of 30th June 2016, as required by Welsh Language Standard 158.

2. SUMMARY

- 2.1 The Council has a statutory duty to produce an annual monitoring report on implementing Welsh Language issues under current legislation.
- 2.2 The information required for 2015-2016 is less than usual due to it being the transition year between the former and current legislation, covering four key areas, together with a summary of how Caerphilly County Borough Council prepared for the new statutory duties.

3. LINKS TO STRATEGY

- 3.1 Welsh Language issues are a corporate and crosscutting aspect of Council work and impact on every council policy, function and procedure, covering those aimed at the public and internal policies covering the Council's staff members.
- 3.2 The Strategic Equality Plan 2016-2020, which includes Welsh Language and compliance with the Welsh Language Standards as a strategic equality objective in its own right, has direct links with a number of other current policies and strategies, both within the Council and in terms of partnership working:
 - *Caerphilly Delivers* (the Single Integrated Plan)
 - Corporate Improvement Plan
 - Welsh in Education Strategic Plan
 - Youth Services Strategy 2014-2019
 - People Management Strategy
 - Workforce Development
 - 50+ Positive Action - action plan
 - Communications Strategy 2014-2017
- 3.3 There are also Welsh Government strategies or regulations that the Council's Welsh Language work links to, including "**Mwy Na Geiriau / More Than Words**" (the National Health and Social Care Welsh Language Strategy) and "**A living language: a language for living**" (Welsh Government's Welsh language strategy 2012 to 2017).

4. THE REPORT

- 4.1 The Welsh Language annual monitoring and improvement report must be published by the 30th June each year.
- 4.2 The report for the 2015-2016 financial year is expected, in accordance with the regulatory framework, to only publish information on four main areas of work, and Caerphilly CBC is also including a summary of the discussions and developmental work it undertook to prepare for the introduction of the Standards.
- 4.4 The report therefore presents data on the required indicators in compliance with the Standards shown below:

Detail of Reporting Requirement	Related Standard Number (and sub-clause)
<p>Complaints from the Public</p> <p>The annual report must include the number of complaints that you received during that year which related to your compliance with the standards with which you were under a duty to comply.</p>	<p>147, 148, 149, 156, 158 (2), 162, 164 (2), 168 (a), 170 (2) (d)</p>
<p>Staff Language Skills</p> <p>The number of employees who have Welsh language skills at the end of the year in question (on the basis of the records kept in accordance with standard 151);</p>	<p>170 (2) (a) 151</p>
<p>Welsh Medium Training Provision</p> <p>The number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>If a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152).</p>	<p>170 (2) (b) 170 (2) (c) 152</p>
<p>Recruiting to Empty Posts</p> <p>The number of new and vacant posts that you advertised during the year which were categorised as posts where:</p> <ul style="list-style-type: none"> (i) Welsh language skills were essential (ii) Welsh language skills needed to be learnt when appointed to the post (iii) Welsh language skills were desirable, (iv) Welsh language skills were not necessary <p>(on the basis of the records you kept in accordance with standard 154);</p>	<p>170 (2) (ch) 154</p>

5. EQUALITIES IMPLICATIONS

- 5.1 Full Equalities and Welsh Language assessments and consultation were undertaken on the Strategic Equality Plan and Welsh Language Scheme as they were being developed, therefore no full assessment has been made on these annual reports. The reports themselves are an assessment of achievements made by the Council under both plans.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no direct financial implications to this report as the annual reports cover work already undertaken in the previous financial year.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications to these reports, although this continues to be reviewed as the work of implementing the Welsh Language Standards progresses.

8. CONSULTATION

- 8.1 The reports are based on data gathered across the service areas on implementing the previous Welsh Language Scheme during 2015-2016 and progress work on preparing for the introduction of the Welsh Language Standards. A number of the officers shown at the end of this report as consultees contributed specific reporting information for the annual report.

9. RECOMMENDATIONS

- 9.1 Members are asked to note that this report was endorsed by Cabinet on 29th June 2016 and has subsequently been published.

10. REASONS FOR RECOMMENDATIONS

- 10.1 By gathering all the required information together into these reports from the Council's service areas and from partnership working, and then publishing them, the Council is ensuring that it complies with its statutory duties under current Welsh Language legislation.

11. STATUTORY POWER

- 11.1 Welsh Language Standards (No.1) Regulations 2015, Welsh Language (Wales) Measure 2011, Human Rights Act 1998, Local Government (Wales) Measure 2011

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Ext 4353 thomada@caerffili.gov.uk
14th June 2016

Consultees - Dave Street, Corporate Director – Social Services
Rob Hartshorn, Head of Public Protection
Kathryn Peters, Corporate Policy Manager
Anwen Rees (Equalities Training and Promotion Officer)
Sue Christopher (Human Resources)
Ian Joynes (Human Resources)
CCBC Learning from Complaints Group

General consultation also undertaken with Equalities and/or Welsh Language Officers from:

City and County of Cardiff, Torfaen CBC, Blaenau Gwent CBC, Rhondda Cynon Taf CBC, Newport CC, Monmouthshire CC, Merthyr Tydfil CBC.

Appendix 1 - Welsh Language Standards Annual Report 2016

Background Papers - Strategic Equality Plan 2016-2020
Equalities and Welsh Language Objectives and Action Plan 2016 - 2020
Various Guidance Documents
(These are available electronically for information on the Intranet Portal and on relevant pages at www.caerphilly.gov.uk/equalities)

Welsh Language Standards Annual Report 2015 - 2016

30th June 2016

A greener place
Man gwyrddach

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Introduction

This annual monitoring report for 2015-2016 covers the four areas required of it under the regulatory framework and demonstrates the Council's ongoing commitment to providing bilingual services to the public and staff members.

Detail of Reporting Requirement	Related Standard Number (and sub-clause)
<p>Complaints from the Public</p> <p>The annual report must include the number of complaints that you received during that year which related to your compliance with the standards with which you were under a duty to comply.</p>	<p>147, 148, 149, 156, 158 (2), 162, 164 (2), 168 (a), 170 (2) (d)</p>
<p>Staff Language Skills</p> <p>The number of employees who have Welsh language skills at the end of the year in question (on the basis of the records kept in accordance with standard 151);</p>	<p>170 (2) (a) 151</p>
<p>Welsh Medium Training Provision</p> <p>The number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>If a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152).</p>	<p>170 (2) (b) 170 (2) (c) 152</p>
<p>Recruiting to Empty Posts</p> <p>The number of new and vacant posts that you advertised during the year which were categorised as posts where:</p> <ul style="list-style-type: none"> (i) Welsh language skills were essential (ii) Welsh language skills needed to be learnt when appointed to the post (iii) Welsh language skills were desirable, (iv) Welsh language skills were not necessary <p>(on the basis of the records you kept in accordance with standard 154);</p>	<p>170 (2) (ch) 154</p>

The Council's 5th Welsh Language Scheme came to an end on 31st March 2016 and has been replaced by a commitment in the Council's updated Strategic Equality Plan 2016-2020. Four of the Strategic Equality Objectives explicitly include Welsh language issues, namely:

Strategic Equality Objective 4	-	Improving Communication Access
Strategic Equality Objective 6	-	Compliance with the Welsh Language Standards
Strategic Equality Objective 10	-	Diversity in the Workplace
Strategic Equality Objective 11	-	Corporate Compliance

The Council's Cabinet and Corporate Management Team have been actively involved in discussions and debates around the implementation of the Welsh Language Standards since January 2014 and have received a number of reports and presentations in order to keep them fully informed of progress prior to the first compliance date of 30th March 2016.

This annual report was published online on the 30th June 2016.

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.

**This report is available in Welsh, and in other languages or formats on request.
Mae'r adroddiad hwn ar gael yn Gymraeg, ac mewn ieithoedd neu fformatau eraill ar gais.**

1. Complaints from the Public

The Council's **Strategic Equality Objective 11 – Corporate Compliance** commits the Council to monitoring Equalities and Welsh Language complaints, and staff guidance has been issued on the staff Portal and the external website giving details of how staff should deal with these issues.



During 2015 - 2016, there have been **43** instances that can be therefore classed as Equalities or Welsh Language complaints - **26** Welsh Language complaints and **17** Equalities related complaints. The information overleaf is in summary to maintain the anonymity of those making the complaints.

Equalities and Welsh language complaints data (when relevant) form 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) and the Equalities Training and Promotion Officer are part of the Learning From Complaints Group that meets quarterly to discuss specific and cross-cutting complaints.

General Definitions

Corporate complaints are those that are due to failure of process or failure to operate Council policy correctly. These are complaints that could ultimately be forwarded to the Public Services Ombudsman or Welsh Language Commissioner for example.

Code of conduct issues around staff behaviour or attitude are dealt with via internal HR processes. Equalities and Welsh Language complaints are however something of a hybrid, in that a failure of process may be as a result of the attitudes or opinions of a staff member towards a particular group for example.

Complaints by Directorate

DIRECTORATE	EQUALITIES	WELSH LANGUAGE	TOTALS
Chief Executive	5	2	7
Corporate Services	4	11	15
Communities	6	11	17
Social Services	2	2	4
TOTALS	17	26	43

Complaint Themes

23 of the 26 Welsh Language complaints can be classed as “process” issues, where council policy has not, or allegedly had not, been followed properly in terms of providing written material, or web pages, in Welsh for example.

2 can be classed as “prevention”, where an individual has alleged that the Council’s failure to provide a Welsh language face-to-face or telephone service in Welsh has prevented them being able to speak Welsh with a council employee.

1 complaint was regarding alleged discrimination against non-Welsh speakers by the Council.

Complaint Timescales

TIMESCALES (IN WORKING DAYS)	TOTALS
0-10	17
11-20	4
21-50	4
51-70	0
71+	0
Ongoing (no final calculation yet)	1
TOTALS	26

The corporate target for responding in full to a complaint is 20 working days, therefore the overall performance shown here is very good. 17 of the 26 Welsh Language complaints were dealt with in less than half the corporate target timescale. The ongoing complaint was escalated to the Welsh language Commissioner due to their dissatisfaction with the Council’s response to their initial complaint.

2. Staff Language Skills

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 2016 are shown below and overleaf.

Compared with last year, the numbers of recorded Welsh speakers has dropped, though the percentage of Welsh speakers is only slightly lower – this difference is due to the fact that the overall numbers of Council staff has dropped since the same period last year.

LINGUISTIC PROFILE OF WORKFORCE: WELSH LANGUAGE ABILITY BY SERVICE AREA AND FLUENCY AS AT 31st MARCH 2016

i) OVERALL STAFF FIGURES

	Total Staff	Welsh Speakers	%
<i>Corporate Services</i>			
Corporate Finance	143	13	9.09
Human Resources	92	5	5.43
Information Technology & Citizen Engagement	119	8	6.72
Legal and Governance	59	7	11.86
Performance & Property	79	10	12.65
Procurement Services	73	10	13.69
<i>Total</i>	569	53	9.31
<i>Directorate of Social Services</i>			
Adult Services	1,134	47	4.14
Business Support	37	4	10.81
Children's Services	279	12	4.30
Public Protection	707	18	2.55
<i>Total</i>	2,167	81	3.74

	Total Staff	Welsh Speakers	%
Communities			
Community & Leisure Services	1,149	11	0.96
Engineering and Transport	234	8	3.42
Planning & Regeneration	407	25	6.14
Housing	337	20	5.93
WHQS Programme	169	22	13.01
Total	2,266	86	3.79
Directorate of Education & Lifelong Learning			
Learning, Education and Inclusion	430	98	22.79
Lifelong Learning and Planning & Strategy	475	40	8.42
Schools	3,656	95	2.59
Total	4,510	233	5.17
COUNCIL TOTALS	8,939	453	5.07

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 a column that refers to staff who can read, speak, understand and write is one person not four different people.
- Since the introduction of the Welsh Language Standards and the ongoing low numbers recorded on the system, CCBC Human Resources over the summer of 2016 will be undertaking a corporate drive to increase the figures held on iTrent in order to tackle this issue.

ii) CORPORATE SERVICES

Corporate Finance	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading		2	2	7	2
Speaking/Use		1	1	10	1
Understanding			3	10	
Writing			2	9	2
Total Staff	13				

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

IT & Citizen Engagement	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	2	1		5	
Speaking/Use	2	1		5	
Understanding	3			5	
Writing	3			5	
Total staff	8				

Legal & Governance	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading		2	1	2	2
Speaking/Use		2	1	3	1
Understanding		2	1	3	1
Writing		2	1	2	2
Total staff	7				

Performance & Property	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	4		1	5	
Speaking/Use	4		1	5	
Understanding	4			6	
Writing	4			6	
Total staff	10				

Procurement	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1	1	2	3	3
Speaking/Use	1	1	1	6	1
Understanding	1		3	3	3
Writing	1	1	1	4	3
Total staff	10				

iii) DIRECTORATE OF SOCIAL SERVICES

Adult Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	10	14	5	13	5
Speaking/Use	10	7	13	16	1
Understanding	12	10	7	16	2
Writing	8	12	9	12	6
Total staff	47				

Business Support	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1			3	
Speaking/Use			1	3	
Understanding			1	3	
Writing		1		3	
Total staff	4				

Children's Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1		3	6	2
Speaking/Use	1		3	5	3
Understanding	1		2	6	3
Writing	1		3	4	4
Total staff	12				

Public Protection	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	3	2	2	8	3
Speaking/Use	3	1	1	11	2
Understanding	2	2	3	9	2
Writing	2	2	2	9	3
Total staff	18				

iv) COMMUNITIES

Community and Leisure Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1		5	4	1
Speaking/Use	1		4	4	2
Understanding	1		4	5	1
Writing	1		4	4	2
Total staff	11				

Engineering & Transport	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	2	2	2	2	
Speaking/Use	2	3	1	2	
Understanding	2	3	1	2	
Writing	2	1	3	2	
Total staff	8				

Housing	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1	1		11	7
Speaking/Use	1		1	15	3
Understanding	1	1		16	2
Writing	1	1		10	8
Total staff	20				

Planning & Regeneration	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	4	3	3	11	4
Speaking/Use	3	2	4	14	2
Understanding	4	2	4	14	1
Writing	3	2	2	14	4
Total staff	25				

WHQS Programme	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading			2	17	3
Speaking/Use			1	21	
Understanding			3	18	1
Writing			1	16	5
Total staff	22				

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

Learning Education & Inclusion	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	11	6	4	48	29
Speaking/Use	9	6	6	69	8
Understanding	8	8	6	71	5
Writing	8	7	5	44	34
Total staff	98				

Lifelong Learning & Planning & Strategy	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	3	2	6	24	5
Speaking/Use	3	3	5	28	1
Understanding	3	3	4	28	2
Writing	3	2	4	25	6
Total staff	40				

Schools	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	58	5	6	22	4
Speaking/Use	58	4	5	26	2
Understanding	22	4	7	22	40
Writing	57	4	6	23	5
Total staff	95				

3. Welsh Medium Training Provision

By the current academic year 2015-2016, **1497** 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.

During the year in question, Caerphilly CBC also arranged conversational and awareness raising training for Blaenau Gwent and Newport Councils as well as external partners and for its own staff, and the following table shows the numbers of staff involved:

COURSE TYPE OFFERED	NUMBER OF COURSES	CAERPHILLY	BLAENAU GWENT	NEWPORT	OTHER EXTERNAL
30 Week	31	40	-	-	-
2 Day Welsh Taster	7	21	11	-	8
10 Week Welsh Taster	1	7	-	-	-
Welsh Language Awareness	17	3	155	92	3
Welsh Language Standards Awareness	1	3	-	-	-
Withdrawn	-	14	20	3	1

Caerphilly Staff Figures – 2001-2016

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)
2014 – 2015	56	58	114	(13)
2015 – 2016	40	28	68	(14)
TOTALS	863	634	1497	(143)

The 2 day Welsh courses are run as a collaboration with several other S E Wales authorities and organisations. They meet monthly as **Grŵp Deddf** and have been running these courses annually for several years and always prove to be very popular and successful.

The 10 Week Welsh Taster course was arranged following a request from staff at a Residential Home in the county borough. 7 people registered to attend the course and the tutor, a keen violinist, plays Welsh songs to the residents of the care home following each session and all staff and residents are able to sing along.

The full training report for the academic year 2014-2015 can be found online at www.caerphilly.gov.uk/equalities on the Training page, and the report for the academic year 2015-2016 will be published there by the Autumn of 2016 as in previous years.

On the basis of the requirements of the Standards, no courses were offered in Welsh on the 30th or 31st March 2016, therefore there are no staff figures to record. The above information is published here to provide continuity with previous reports.

4. Recruiting to Empty Posts

The number of new and vacant posts advertised since 30th March categorised as posts where:

- (i) Welsh language skills were essential

15

- (ii) Welsh language skills needed to be learnt when appointed to the post

0

Welsh language training courses have been available to all staff free of charge since the 2001-2002 academic year (see **Section 3** previously)

- (iii) Welsh language skills were desirable,

1

- (iv) Welsh language skills were not necessary

177 including school vacancies

In relation to the Welsh Language Skills assessments in relation to vacancies/new posts in line with Standard 136, Human Resources are in discussion that all posts will have **Welsh desirable** as a standard requirement across the council, and that the assessment will consider whether that need to change to **Welsh essential**.

The assessment and supporting evidence will then form part of the business case that is necessary to gain permission to fill a vacant post or create new ones.