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**Date: 2nd March 2022**

Dear Sir/Madam,

A digital meeting of the **Cabinet** will be held via Microsoft Teams on **Wednesday, 9th March, 2022** at **10.30 am** to consider the matters contained in the following agenda. You are welcome to use Welsh at the meeting, a minimum notice period of 3 working days is required should you wish to do so.

This meeting will be recorded and made available to view via the Council's website, except for discussions involving confidential or exempt items. Therefore the images/audio of those individuals present and/or speaking at Cabinet will be publicly available to all via the recording on the Council website at [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Christina Harrhy'.

**Christina Harrhy**  
CHIEF EXECUTIVE

## AGENDA

- |   | Pages                             |  |
|---|-----------------------------------|--|
| 1 | To receive apologies for absence. |  |
| 2 | Declarations of Interest.         |  |

Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest(s) in respect of any item of business on the agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.

**A greener place Man gwyrdach**



To approve and sign the following minutes: -

3 Cabinet held on 23rd February 2022. 1 - 8

To note the Cabinet Forward Work Programme.

4 Cabinet Forward Work Programme. 9 - 12

To receive and consider the following reports on which executive decisions are required: -

5 Community Learning and Support Hub at Rhymney Library. 13 - 18

6 Corporate Performance Assessment Six Month Update 2021. 19 - 62

7 Strategic Equality Plan Annual Report 2020-2021. 63 - 176

8 Five Year Welsh Language Strategy 2022-2027. 177 - 292

9 Development Of Multipurpose Visitor Centre At Parc Penallta. 293 - 302

10 Regeneration Board - Project Proposals. 303 - 314

11 Public Interest Test.  
To receive and consider the following report which in the opinion of the Proper Officer may be discussed when the meeting is not open to the public and first to consider whether the public interest requires that the meeting should be closed to the public for consideration of this item:-

12 Caerphilly 2035 - Acquisition Fund. 317 - 334

**Circulation:**

Councillors S. Cook, N. George, C.J. Gordon, P.A. Marsden, J. Pritchard, Mrs E. Stenner, A. Whitcombe and R. Whiting

And Appropriate Officers

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# Agenda Item 3



## CABINET

### MINUTES OF THE REMOTE MEETING HELD VIA MICROSOFT TEAMS ON WEDNESDAY, 23<sup>RD</sup> FEBRUARY 2022 AT 10:30 A.M

PRESENT:

Councillor P. Marsden (Leader) - Chair

Councillors:

S. Cook (Social Care and Housing), N. George (Waste, Public Protection and Street Scene), C. Gordon (Corporate Services), J. Pritchard (Infrastructure and Property), Mrs E. Stenner (Performance, Economy and Enterprise), R. Whiting (Learning and Leisure) and A. Whitcombe (Sustainability, Planning and Fleet).

Together with:

D. Street (Corporate Director, Social Services and Housing), M.S. Williams (Corporate Director – Economy and Environment) and S. Harris (Head of Financial Services & S151 Officer).

Also in Attendance:

L. Lane (Head of Democratic Services & Deputy Monitoring Officer), J. Roberts (Strategic Co-ordination Manager), J. Carpenter (Finance Manager), N. Williams (Head of Housing), C. Boardman (Development Manager), D. Jones (Construction Project Manager, Willmott Dixon) C. Jones (Partner at Holder Mathias Architects), M. Harris (Committee Support Officer/Chauffer) and M. Afzal (Committee Services Officer).

And

Cllr. C. Mann.

## RECORDING AND VOTING ARRANGEMENTS

The Leader reminded those present that the meeting was being filmed but would not be live streamed, however a recording would be available following the meeting via the Council's website – [Click Here To View](#). She advised that decisions would be made by Microsoft Forms.

### 1. APOLOGIES FOR ABSENCE

Apologies for absence were received from C. Harry (Chief Executive), R. Tranter (Head of Legal Services and Monitoring Officer) and R. Edmunds (Corporate Director Education and Corporate Services).

### 2. DECLARATIONS OF INTEREST

L. Lane (Head of Democratic Services & Deputy Monitoring Officer) declared a personal and prejudicial interest in relation to **Agenda Item No.5 - Residential Development Proposal - Former Oakdale Comprehensive School**, in that her husband is an employee of Willmott Dixon and as such she would leave the meeting when the matter was considered.

**3. CABINET – 9<sup>th</sup> FEBRUARY 2022**

RESOLVED that the minutes of the meeting held on 9<sup>th</sup> February 2022 were approved as a correct record.

**4. CABINET FORWARD WORK PROGRAMME – TO NOTE**

Cabinet were provided with the Cabinet Forward Work Programme, which detailed the scheduled reports until the 6<sup>th</sup> of April 2022. Members were reminded that the Cabinet Forward Work Programme is a working document and therefore subject to change.

Following consideration and discussion, it was moved and seconded that the Forward Work Programme be noted. By a show of hands this was unanimously agreed.

RESOLVED that the Cabinet Forward Work Programme be noted.

**5. RESIDENTIAL DEVELOPMENT PROPOSAL – FORMER OAKDALE COMPREHENSIVE SCHOOL**

**L. Lane (Head of Democratic Services & Deputy Monitoring Officer) having declared a personal and prejudicial interest left the meeting.**

Consideration was given to the report which outlined the proposed Caerphilly Homes development opportunity at the former Oakdale Comprehensive School site and sought approval in principle to develop the site for Caerphilly Homes' first, flagship, mixed tenure residential development (subject to receipt of a detailed cost plan, to be presented via a separate report in Autumn 2022). Cabinet noted that the site would seek to accommodate a minimum of 100 homes, 50% of which would be social/affordable and that the development would comply with the Authority's ambition to deliver a zero-carbon Borough by 2030.

It was highlighted that the report had been discussed by the Special Housing and Regeneration Scrutiny Committee on 10th February 2022 where a comment pertaining to the MUGA (Multi Use Games Area) was raised, Members noted that this community facility would need to be moved from its current location as part of these proposals and the Scrutiny Committee had requested that this be replaced as soon as possible. The Officer confirmed that the Caerphilly Homes team would be working with the developer to resolve this as soon as possible.

The Officer mentioned that an indicative value had been received from the District Valuer and that the value currently stood at £715,000. It was confirmed that the team were still waiting on the full report.

A detailed outline of the project was presented by Wilmott Dixon and Holder Mathias. The presentation detailed the proposed composition of the development on the former Oakdale Comprehensive School site which would provide a mix of private and affordable, social rented homes in a sustainable, high quality, development which would be sensitive and sympathetic to the existing street scheme and new homeowners.

Illustrations of the site proposals were shown, and Cabinet were asked to note how the steep change in levels would be sensitively managed as the site was developed. Drone footage and ariel photographs were used to show the different levels and the site as it is currently.

Mr C. Jones expressed his excitement and pride in this truly collaborative venture which would be an exemplar for place making, taking a holistic approach that would provide a high quality, low carbon homes for the people living there. The whole project from the design team to the

construction team would be working hand in hand with Caerphilly Homes on this flagship development.

The typography of the site was outlined, Cabinet noted that this would be a challenge for the development design, but they would be able to achieve one cohesive integrated site and one community which would seamlessly integrate into the existing street scene making the proposed development immediately part of the wider community.

The presentation then moved on to site access and how vehicle movements would be controlled within the site from one access point on Oakdale Terrace. Cabinet noted that as the geography of the area moved from a tight urban grain to semi urban this would be reflected in the site's concept. Cars and parking provision would consider the Council's Active Travel Plan and the sustainable footprint of the development. The site would see a lot of green and mature trees retained along with new planting, there would be no over-looking in terms of the street screen and an illustrated site plan was presented showing how existing woodland, retained trees and topography would enhance the site. Sectional typography was shown and 3D views given and the importance of the roofscape was noted. The play area and lagoon area were also illustrated, and Members were asked to note that parking would be achieved on plot on in discreet bays and the playground would not be overlooked and would provide a safe environment for residents. Cabinet were assured that this would be a development for people, putting people first.

Achievements and next steps were outlined, and Cabinet were assured that what was being presented today was completely achievable.

In concluding the presentation, the mix of homes and details of possible designs were highlighted and would include features and mixed materials. Finalising the MUGA relocation would form part of these next steps. The target timeframe for outline planning approval was confirmed and it was noted that from this the commercial model would be developed further with Caerphilly and would be followed by a reserved matters application in the Autumn of 2022.

It was noted that the application would come before the Planning Committee at its meeting on the 23<sup>rd</sup> March 2022 which would be an important step forward, that will enable the drawn down of the Social Housing Grant.

Members thanked the team for their efforts in bringing the scheme to life and welcomed the exciting development for Caerphilly. Clarification on the post construction carbon footprint of the new houses was sought. The Officer confirmed that the issue was being explored and that work was ongoing to test the ability to achieve net zero carbon not only on the construction element which includes the same steel frame envelope as used in the Trecenydd and Trethomas pilot developments but also on the in use of the properties.

Cabinet welcomed the development and that the new homes were designed to be energy efficient and affordable, and sought clarification on the real term benefits for residents in relation to the reduction of energy bills. It was stated that there would be significant reduction in energy bills and that the reduction was backed by recent research.

Cabinet was pleased to note that there would be no gas provision on this site and that residents in these homes would be much better off than in any other home that they could move it to. Furthermore, it was noted that intelligent technology and been incorporated within the fabric of the buildings in the pilot sites to monitor the efficiency of the buildings and that learning would be applied to the Oakdale site.

Members welcomed the design development of the proposals, that this development did not seek to squeeze in as many properties on a plot as possible, here there would be room for a community to develop and this was applauded.

Following consideration and discussion, it was moved and seconded that the recommendation in the report be approved. By way of electronic voting this was unanimously agreed.

RESOLVED that for the reasons contained in the Officer's report: -

1. The content of the report be considered, and the development of the former Oakdale Comprehensive School site by Caerphilly be approved in principle, subject to the receipt and presentation of a detailed cost plan.
2. The principle of appropriating the site from the General Fund to the HRA at a cost to be determined by the District Valuer be approved.

## **6. PROPOSED RE-DEVELOPMENT OF THE FORMER TY DARRAN CARE HOME, RISCA**

Consideration was given to the report which outlined the proposed Caerphilly Homes development opportunity at the former Ty Darran care home site and sought approval in principle to develop the site as an innovative later living scheme for older persons. It was highlighted that the report had been discussed by the Special Housing and Regeneration Scrutiny Committee on 10th February 2022

It was stated that the development would set the standard for the future provision of older person's accommodation. The Cabinet Member confirmed that the development would include a minimum of forty homes which would be built using modern methods of construction and fabric first approach to achieve net-zero carbon.

The re-development of the site was described as a 'flagship development' for those residing in sheltered schemes which were due to be decommissioned. An emphasis was placed on the net-zero carbon aspect of the re-development as well as the communal aspect. It was stated that the proposed re-development was important as it would facilitate community interaction with residents. The Officer confirmed that the Authority had received the Valuation Report from the District Valuer and the appraisal of the site had amounted to £800,000.

Cabinet were pleased to see the progress outlined in the report, noting the many obstacles encountered in bringing the proposed re-development forward. The re-development was described as 'life changing' for older persons, a 'fantastic opportunity' for Risca and the Lower Sirhowy Valley.

A detailed outline of the next stages of the Scheme was presented by Pentan Architects, including the procurement route and the appointment of a construction partner. It was anticipated that the project would progress quickly, and the existing trees onsite would be preserved.

It was highlighted that the proposed re-development was designed to encourage social interactions between residents and thereby improving their well-being. The Architect highlighted that the development would include play areas for grandchildren, library reading spaces, workshop craft spaces and community garden spaces, with the aim of making the site feel as homely as possible.

It was noted that the proposed re-development had moved away from the former institutional models of double loaded corridors with no daylight or natural ventilation. With regards to the environmental sustainability aspect, it was stated that discussions had taken place with the Strategic Coordination Manager for Housing and the wider team and that discussions centred around embodied carbon assessors as well as operational carbon assessors. In terms of the construction methods, it was stated that carbon consumption would be kept to a minimum.

Cabinet welcomed the outstanding designs and commended the team including the architects for their excellent work.

Following consideration and discussion, it was moved and seconded that the recommendation in the report be approved. By way of electronic voting this was unanimously agreed.

RESOLVED that for the reasons contained in the Officer's report: -

1. The content of the report be considered and the in-principal development by Caerphilly Homes of the former Ty Darran site be approved, subject to the receipt and presentation of a satisfactory cost plan.
2. The decision to appropriate the site from the general fund to the HRA in principle at the cost to be determined by the District Valuer be approved.
3. The proposal to move to the next stage of the project in order to determine the most suitable procurement route for the detailed design and construction phase of the project be approved.

## **7. WELSH GOVERNMENT LEASE SCHEME PROPOSAL**

Consideration was given to the report which informed members of the current request from Welsh Government for Local Authorities to express an interest in the Leasing Scheme Wales (LSW) in meeting their duties under Part 2 of the Housing Wales Act 2014. Members were requested to consider whether the Council should express an interest in the Leasing Scheme Wales or to decline the expression of interest and remain with its current Private Sector Scheme – Caerphilly Keys.

The officer explained that the LSW scheme had been fully considered and compared with the current Caerphilly Keys Scheme, the details of which were set out in the report. Cabinet were advised that there were over 100 properties currently within the Caerphilly Keys scheme. Officers approached the landlords of these properties to discuss the options, and many felt the incentives were not sufficient enough for them to participate in the LSW scheme, which would in turn result in those landlords leaving the scheme. As a result, officers confirmed their preferred option was not to express an interest with LSW on the basis that the Council has a successful scheme in place with Caerphilly Keys. Following consideration and discussion, it was moved and seconded that the recommendation in the report be approved. By way of electronic voting this was unanimously agreed.

RESOLVED that for the reasons contained in the Officer's report: -

The report be considered and the interest in the LSW be declined on the grounds that CCBC has a successful PRS Scheme in place with Caerphilly Keys.

## **8. WELSH GOVERNMENT RETAIL, LEISURE & HOSPITALITY RATE RELIEF SCHEME 2022/2023**

Consideration was given to the report which provided details of the new 'Retail, Leisure and Hospitality Rate Relief Scheme' offered by WG for 2022/23. Cabinet were asked to endorse the new Rate Relief Scheme in accordance with the guidance set out at Appendix 1 and the provisions of section 47(1) (a) and section 47(3) of the Local Government Finance Act 1988 to obtain Welsh Government grant funding.

The Officer confirmed that there was a 50% reduction to the rate relief for retail, leisure and hospitality businesses with a £110,000 cap across all properties occupied by the same business across Wales, but the relief matched that offered in England for the 2022/23 financial year. With regards to the requirements for businesses to claim the relief, the Officer confirmed that

businesses would be made aware of the new rate relief in the coming weeks via email and where the Authority did not have contact details, the availability of the scheme would be relayed through the Council's social media channels and website. The Officer advised that an online declaration form was being developed and that it would be made available to businesses in a similar way to Business Support Grants. The importance of relaying the changes to businesses through a variety of different channels were recognised by Cabinet members.

Following consideration and discussion, it was moved and seconded that the recommendation in the report be approved. By way of electronic voting this was unanimously agreed.

RESOLVED that for the reasons contained in the Officer's report: -

1. The 'Retail, Leisure and Hospitality Rate Relief Scheme 2022-23' (the 2022/23 Scheme) be endorsed in accordance with the guidance set out at Appendix 1 and the provisions of section 47(1) (a) and section 47(3) of the Local Government Finance Act 1988.
2. Delegated powers be used by the Head of Financial Services & S151 Officer to award the relief.
3. The proposal set out in paragraph 5.7 be supported in order to assist ratepayers and minimise administration costs for the Authority, it is proposed that the declaration process will involve each eligible business completing and submitting an online form via the Council's website, with the Council's Business Rates Team aiming to process all declarations forms received as quickly as possible and issue amended bills to eligible ratepayers in accordance with the WG Guidance
4. It be noted that Officers of the Authority will make the business community aware of the 2022/23 Scheme through its usual channels, including its website and social media. In addition, it be agreed, as set out in paragraph 5.8. that, due to the proximity of this report to the 2022/23 annual billing processes, the Business Rates Team will, where an email address is held for a business that is receiving this relief for the 2021/22 financial year, email those ratepayers informing them that the 2022/23 rate bills will be issued without showing this relief. The email will refer them to the Council's website so they can read the WG guidance before submitting a declaration form.

## **9. WHOLE-AUTHORITY REVEUNUE BUDGET MONITORING REPORT (MONTH 9)**

Consideration was given to the report which provided details of projected whole-authority revenue budget expenditure for the 2021/22 financial year. The report also sought Cabinet approval of proposals for the ringfencing of underspends for a range of specific purposes.

It was noted that the report was considered by the Policy and Resources Scrutiny Committee at its meeting on 22<sup>nd</sup> February 2022 where clarification on social services and education underspends was sought. It was confirmed that Members of the Scrutiny Committee noted the report and endorsed the proposed ring-fencing of underspends totalling £2.535m.

Additional one-off funding linked to the 2021/22 Financial Settlement announced by the Welsh Government within the last week was brought to the attention of Cabinet Members. It was stated that the funding would allow the Authority to manage forthcoming financial pressures in a more flexible way. The Officer mentioned that the funding was due to be approved by the Senedd in March and that Caerphilly CBC's share is anticipated to be circa £2.9m. It was acknowledged



that the additional funding would increase the level of projected underspend presented in the Whole-Authority Revenue Budget Monitoring Report.

The Officer felt that it was important to stress that the Authority was experiencing unusual levels of underspends and that the underspends were linked to the ongoing impact of the COVID-19 pandemic and the significant financial support provided by the Welsh Government.

The Officer also advised Members that an update would be provided in the 2021/22 Provisional Revenue Budget Outturn Report that will be presented to both Cabinet and Council in July. This will present a further opportunity for the ring-fencing of underspends aligned to the council's priorities and ongoing recovery from the pandemic.

Following consideration and discussion, it was moved and seconded that the recommendations in the report be approved. By way of electronic voting this was unanimously agreed.

RESOLVED that for the reasons contained in the Officer's report: -

1. The content of the report be noted.
2. The proposed ring-fencing of underspends totalling £2.535m as detailed in Appendix 2 of the report be agreed.

## **10. BUDGET PROPOSALS FOR 2022/23 AND MEDIUM-TERM FINANCIAL OUTLOOK**

Consideration was given to the report which sought Cabinet approval of the 2022/23 budget proposals prior to final determination by Council on the 24th of February 2022. The report also provided an update on the Medium-Term Financial Plan (MTFP).

It was noted that Cabinet had endorsed the 2022/23 Draft Budget Proposals based on the Welsh Government (WG) Provisional Local Government Financial Settlement for 2022/23 at its meeting on 19<sup>th</sup> January 2022.

The Cabinet Member introduced the report and talked Members through some of its key proposals including the £9.6m of new investment in key services. It was confirmed that £5.7m of this funding would be targeted specifically at social care services, including a pledge to pay the Real Living Wage. £250k will be made available for new apprenticeships and it was further noted that the Authority was making significant investment in public protection services and the flood prevention team.

The original draft budget proposals presented to Cabinet on the 19<sup>th</sup> of January included a proposed Council Tax increase of 2.5%, which is well below the rate of inflation and the lowest increase for a number of years. However, the Cabinet Member confirmed that the concerns of residents had been listened to and that the final budget proposals now include a lower proposed increase in Council Tax of 1.9%. This equates to a 45p weekly increase for a Band D property.

The Cabinet Member drew Members' attention to the WG COVID-19 hardship fund which is due to cease on 31<sup>st</sup> March 2022. It was stressed that Local Authorities would be required to meet ongoing financial pressures arising from the pandemic through the funding provided in the Financial Settlement. It was anticipated that additional costs will continue to be incurred in the short to medium-term and that income levels will take some time to recover. Thus, it was recommended that the Authority's Covid-19 Earmarked Reserve be topped up to £5m.

Reference was made to Appendix 5 of the report which provides details of the updated medium-term financial outlook and shows a potential savings requirement of £9.759m for the two-year period 2023/24 to 2024/25. It was confirmed that a further report would be presented to Cabinet in early Autumn, detailing proposals in terms of savings requirements moving forward.

Cabinet Members welcomed the budget proposals and stressed that this was a no cuts budget with significant investment in a number of key areas. The additional investment in young people through the apprenticeship scheme was particularly well received.

Following consideration and discussion, it was moved and seconded that the recommendations in the report be approved. By way of electronic voting this was unanimously agreed.

RESOLVED that for the reasons contained in the Officer's report: -

1. The revenue budget proposals for 2022/23 of £395.071m as detailed throughout the report and summarised in Appendix 1 be endorsed.
2. The movements on the General Fund in Appendix 3 and the current projected balance as at the 31<sup>st</sup> March 2022 of £14.516m be noted.
3. The General Fund balance be subject to review when the 2021/22 Provisional Revenue Budget Outturn Report is presented to Cabinet and Council in July 2022.
4. The proposed Capital Programme for the period 2022/23 to 2024/25 as set out in Appendix 4 be endorsed.
5. The proposals for the use of £3.8m capital grant funding recently announced by the Welsh Government as detailed in paragraph 5.8.4 be endorsed.
6. The proposal to increase Council Tax by 1.9% for the 2022/23 financial year to ensure that a balanced budget is achieved (Council Tax Band D being set at £1,253.95) be supported.
7. The updated MTFP in Appendix 5 showing an indicative potential savings requirement of £9.759m for the two-year period 2023/24 to 2024/25 be noted.

The meeting closed at 11:56am.

Approved and signed as a correct record subject to any corrections made at the meeting held on 9<sup>th</sup> March 2022.

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CHAIR

**Cabinet Forward Work Programme - 1st March 2022**

09/03/2022 10:30	Community Learning and Support Hub at Rhymney Library	To seek Cabinet approval for 'in principle' match funding for an application to the Welsh Government to support the creation of a community learning and support hub at Rhymney Town Library and to note the intention for the Library Service to work with Gwent Police to strengthen community engagement through the use of informal settings at Rhymney Library, Risca Library and Caerphilly Library.	Edmunds, Richard (Ed);	Cllr. Whiting, Ross;
09/03/2022 10:30	Corporate Performance Assessments (CPA's/DPA's))	To provide Cabinet with information and detailed analysis of performance for the period 01/04/21 to 31/12/21 and forms part of the Council's self-assessment activity.	Richards, Sue; Roberts, Ros;	Cllr. Stenner, Eluned;
09/03/2022 10:30	Annual Report Against the Strategic Equality Plan 2020-2021	For Cabinet to consider and approve the Strategic Equality Plan Annual Report 2020-2021 prior to publication on the Council's website.	Cullinane, Anwen;	Cllr. Stenner, Eluned;
09/03/2022 10:30	Welsh Language Strategy 2022-2027	For Cabinet to consider and approve the draft Five Year Promotional Strategy prior to the publication on the Council's website.	Cullinane, Anwen;	Cllr. Stenner, Eluned;
09/03/2022 10:30	Development of a Multi-purpose Visitor Centre at Parc Penallta	To consider funding arrangements, including the acceptance of a Substitution Grant offered by Welsh Government, in order to deliver the multipurpose visitor centre.	Hartshorn, Robert;	Cllr George
09/03/2022 10:30	Regeneration Project Board - Project Proposals	To consider recommendations from the Regeneration Project Board in respect of the allocation of Development Funds to Strategic Regeneration Proposals that align with the Council's	Kyte, Rhian;	Cllr. Stenner, Eluned;

**Cabinet Forward Work Programme - 1st March 2022**

		Regeneration Strategy; and the allocation of Licence to Innovate Funding to proposals that align with the Council's Commercial and Investment Strategy.		
09/03/2022 10:30	Regeneration Project Board – Land Acquisition Fund (Exempt item)	To consider a request for match-funding from Caerphilly CBC to attract Transforming Towns Funding for strategic acquisitions in Caerphilly town centre to facilitate the delivery of the Caerphilly 2035 Plan.	Kyte, Rhian;	Cllr. Stenner, Eluned;
23/03/2022 10:30	Gender Pay Gap	For CMT and Cabinet to agree the Gender Pay Gap report which must to be published by 31st March 2022.	Donovan, Lynne;	Cllr. Gordon, Colin J;
23/03/2022 10:30	EAS Business Plan	The EAS is required to submit an annual overarching regional Business Plan on an annual basis. This report asks for members to consider the full contents of the draft EAS Business Plan as part of the regional consultation process	Cole, Keri;	Cllr. Whiting, Ross;
23/03/2022 10:30	HRA Business Plan	To update Cabinet on the latest Housing Business Plan position in advance of submitting the plan to Welsh Government by 31/3/22, which is a requirement under the terms of the Major Repairs Allowance (MRA) grant. The Housing Business Plan is a 30 year plan and will include rental increase assumptions and forecasted borrowing requirements to enable the HRA to maintain viability while meeting its core objectives.	Allen, Lesley;	Cllr. Cook, Shayne;
23/03/2022 10:30	Coal Tips Inspection and Maintenance Update.	To provide an update on the current coal tip condition status and inspection regimes that are in place for coal tips located within Caerphilly County Borough.	Lloyd, Marcus;	Cllr. Pritchard, James;

**Cabinet Forward Work Programme - 1st March 2022**

<p>23/03/2022 10:30</p>	<p>Housing Support Strategy</p>	<p>The Housing Support Programme Strategy is being developed to outline the strategic direction of the local authority for housing related support services. This single strategic view demonstrates our plan and approach to homelessness prevention and housing support services.</p>	<p>Williams, Jo;</p>	<p>Cllr. Cook, Shayne;</p>
<p>06/04/2022 10:30</p>	<p>21st Century Schools – Band B - Phase 2: Objection Report</p>	<p>For Cabinet to consider the contents of 21st Century Schools objection report and give permission to proceed to the planning application stage, and the submission of the full business case to Welsh Government.</p>	<p>West, Andrea; Richards, Sue;</p>	<p>Cllr. Whiting, Ross;</p>
<p>06/04/2022 10:30</p>	<p>Corporate Complaints - 6 month update</p>	<p>For Cabinet to review the complaints dealt with under the Corporate Complaints policy for the period 1st April 2021 to 30th September 2021 together with outcomes and lessons learned.</p>	<p>Lane, Lisa;</p>	<p>Cllr. Stenner, Eluned;</p>

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## **CABINET– 9<sup>TH</sup> MARCH 2022**

**SUBJECT: COMMUNITY LEARNING AND SUPPORT HUB AT RHYMNEY LIBRARY**

**REPORT BY: CORPORATE DIRECTOR EDUCATION AND CORPORATE SERVICES**

### **1. PURPOSE OF REPORT**

- 1.1 To confirm Cabinet approval for match funding for an application submitted to the Welsh Government Transformation Capital Grants Programme in respect of the creation of a learning/community hub at Rhymney Town Library.
- 1.2 To note the intention for the Library Service to work with Gwent Police to strengthen community engagement through the use of informal settings at Rhymney Library, Risca Library and Caerphilly Library

### **2. SUMMARY**

- 2.1 An opportunity has arisen to apply for a Transformation Capital Grant to redevelop Rhymney Town Library as a community learning and support hub. An invitation to apply to Stage 2 was received in early November.
- 2.2 The application requests £162k from the Welsh Government funding on offer. The total refurbishment costs are £289k, meaning that further funding of £127k will need to be identified to enable the project to proceed. The proposed scheme includes the preservation and display of the Idris Davies collection, redesigned layout to both floors, upgraded lift, meeting spaces, community rooms, digital training and video-conferencing facilities, Wi-Fi upgrade, public laptop lounge, a new children's space, Welsh language collection space, access to multiple council services, space for partner use e.g. Gwent Police surgeries, refreshments, and improvements towards the Council's carbon neutrality, including a feasibility study to install electric vehicle charge points in the public car park. £18k has been allocated from Library Service budgets towards the residual funding requirement of £127k and Cabinet is asked to approve a further allocation of £109k to be funded from the council's place-shaping earmarked reserve.

### **3. RECOMMENDATIONS**

- 3.1 Cabinet agree an allocation of £109k from the council's place-shaping earmarked

reserve to ensure that the proposed scheme can progress, subject to confirmation of Welsh Government funding which is expected during the week beginning the 21<sup>st</sup> March 2022.

- 3.2 To note the intention for the Library Service to work with Gwent Police to strengthen community engagement through the use of informal settings at Rhymney Library, Risca Library and Caerphilly Library.

#### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 The creation of a community focussed learning hub at Rhymney Town Library supports the Well-being and Place-shaping Framework aims for:

- Inspiring, achieving, learning
- Connecting people and places
- Creating caring communities

- 4.2 The corporate review programme, under the Team Caerphilly transformation programme, is considering a new model for front facing customer services in communities. The proposed development at Rhymney Town Library, as well as joint working at Risca and Caerphilly Libraries, provide an opportunity to explore some of these approaches.

#### **5. THE REPORT**

- 5.1 The Welsh Government capital grant programme for museums, archives and libraries is intended to enable a more sustainable model of delivery that enhances services to diverse communities, improve collections development and delivers against the Programme for Government and the applicants own organisational priorities.

- 5.2 Rhymney Town Library is a key building in the town centre, situated on the main road with excellent car parking and is well used by the community. The building was constructed in the 1970's and was last refurbished in 2009.

- 5.3 The opportunity to access funding has supported the intentions of the corporate review programme to improve the Council's location and provision of customer facing services, linked to the Well-being and Place-shaping Framework and wider transformation programme.

- 5.4 The objectives of the application are to:

- Redesign the lay-out of the library to improve the customer experience and facilitate greater interaction between local residents, CCBC Departments and external organisations in a trusted and modern building.
- Create an innovative and sustainable community hub that will become a ground-breaking model for future CCBC projects.
- Preserve historical and important local history collections for future generations.
- A heightened Welsh language presence to support the language needs of the borough and work towards helping Wales build a million Welsh speakers,



support the CCBC Welsh Language and WESP Strategies.

- Offering a redesigned library to businesses and partners by providing meeting spaces, learning opportunities and digital inclusion sessions to empower local residents, secure employment, ICT access advice and engage with e-commerce and e-government.
- Combat poverty and social isolation.
- Equip residents with the knowledge, skills and facilities to develop themselves and prosper.
- Encourage well-being to individuals and groups.
- Design flexible community spaces and hold a range of cultural and library projects in order to break down barriers and make culture 'for everyone.'
- Expand the opportunities of children, parents and carers with a modern children's space ensuring the library becomes a chosen destination for families.
- Support our healthcare and police partners.
- Support the climate change agenda through recycling, purchasing eco-friendly equipment and building supplies

5.5 The application includes redesign of both floors with new areas for the Idris Davies collection, Welsh language collection and a new children's area. Reconfiguration plans include digitally enabled meeting rooms for the community, CCBC services and partners. A large community use space on the first floor and a digital training suite with video-conferencing facilities will be provided. An upgrade to the current lift and enhancements to the heating, lighting and insulation of the building along with the provision of electric vehicle charge points in the car park will contribute to the aim of the Council to become carbon neutral by 2030.

5.6 The intention is to use the building to provide access to multiple Council services, and to enable access to public sector partners such as Gwent Police, in addition to library services and the use of the reconfigured rooms for community and hybrid working/meeting space. Digital exclusion is higher in the area than other areas of the county borough and the intention is to provide enhanced broadband, a laptop lounge and video-conferencing facilities which can be used by internal services, external partners, children/young people and local residents.

5.7 In support of the Rhymney Library bid, Gwent Police have stated that they are seeking to reintroduce face to face police surgeries and open evenings from accessible locations such as this in order to maximise the engagement opportunities with communities. The hub will provide an excellent resource for the Police to strengthen community links from a base that is a more welcoming environment than police stations can be perceived be. The Council is also seeking to pilot similar multi-service hub arrangements with public sector partners in other parts of the county borough and is working with Gwent Police on the viability of co-locating officers not just at Rhymney, but also at Caerphilly and Risca Libraries in a pilot arrangement.

## 5.8 **Conclusion**

The availability of the grant is an opportunity that has presented itself to improve facilities for residents of the Upper Rhymney Valley. Proposals have been developed by Library Services with the input of Building Consultancy, Digital Services, Customer Services, Property Services, and the Policy Team (EV charging). The involvement of Gwent Police and other public sector partners ensures that the Rhymney Library

redevelopment has the potential to deliver a multi-service learning and support hub for the community that enjoys high footfall and provides a wide range of usage.

- 5.9 Should the application be successful an additional £109k will be required to meet the redevelopment costs.
- 5.10 Furthermore, the co-location of Gwent Police at Caerphilly and Risca libraries also provides a firm basis upon which to further enhance the public service offer at these key locations.

## **6. ASSUMPTIONS**

- 6.1 The assumptions made within the bid are related to estimated costs at the current time. The application allows reasonable time, given service demands, for the redevelopment to occur with a planned timeline running up until November 2023.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 An Integrated Impact Assessment has been developed as part of the proposal and was appended to the application to Welsh Government. Its content is equally relevant to this Cabinet report and it is hyperlinked below.

[Link to full Integrated Impact Assessment](#)

## **8. FINANCIAL IMPLICATIONS**

- 8.1 The application has been submitted to Welsh Government requesting an amount of £162k. The total refurbishment costs are £289k, meaning that further funding of £127k will need to be identified to enable the project to proceed. The Library Service will commit £18k and Cabinet is asked to approve a further allocation of £109k to be funded from the council's place-shaping earmarked reserve
- 8.2 The co-location of Gwent Police at Caerphilly and Risca libraries is expected to be achieved with minimal cost. In the event of any associated costs being required, associated funding will be agreed in advance with Gwent Police.

## **9. PERSONNEL IMPLICATIONS**

- 9.1 There are no direct personnel implications arising from this report.

## **10. CONSULTATIONS**

- 10.1 All consultation responses received have been reflected in this report.
- 10.2 A community consultation was conducted as part of developing the Stage 2 application to understand what service provision was important to the community. This included discussions with local Elected Members, internal services, school partners, a community consultation and discussions and support from external partners e.g. Gwent Police, CAB. The responses have helped shape the bid.

## **11. STATUTORY POWER**

### **11.1 Local Government Act 1972**

**Author:** Kathryn Peters, Corporate Policy Manager, peterk@caerphilly.gov.uk

**Consultees:** Cllr Eluned Stenner, Cabinet Member for Performance, Economy and Enterprise  
Cllr Ross Whiting, Cabinet Member for Learning and Leisure  
Cllr Carl Cuss, Member for Twyn Carno ward  
Cllr David Harse, Member for Moriah ward  
Cllr John Bevan, Member for Moriah ward  
Cllr Bob Owen, Member for Risca West ward  
Cllr Colin Elsbury, Member for St Martins ward  
Cllr James Fussell, Member for St Martins ward  
Cllr Stephen Kent, Member for St Martins ward  
Temp Assistant Chief Constable Ian Roberts, Gwent Police  
Ed Edmunds, Corporate Director- Education and Corporate Services  
Gareth Jenkins, Head of Children's Services  
Sue Richards, Head of Transformation  
Stephen Harris, Head of Financial Services & S151 Officer  
Liz Lucas, Head of Customer and Digital Services  
Robert Tranter, Head of Legal Services & Monitoring Officer  
Karen Pugh, Senior Manager, Libraries

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## **CABINET – 9<sup>TH</sup> MARCH 2022**

**SUBJECT: CORPORATE PERFORMANCE ASSESSMENT SIX MONTH UPDATE 2021**

**REPORT BY: CORPORATE DIRECTOR EDUCATION AND CORPORATE SERVICES**

### **1. PURPOSE OF REPORT**

- 1.1 To present Cabinet with the Corporate Performance Assessment (CPA) which is part of the Council's Performance Framework following the presentation of the Directorate Performance Assessments to Scrutiny.
- 1.2 The CPA provides a summary of information and analysis for the 6-month period April 2021 to September 2021. The CPA forms part of the overall Council 'self-assessment' activity, of which members are invited to discuss, challenge, and scrutinise the information in the CPA.

### **2. SUMMARY**

- 2.1 The Council's Performance Framework was endorsed by Cabinet in February 2020 and this report introduces one of the key components of the Framework, the Corporate Performance Assessment (CPA). The CPA is a 'self-assessment' of the Authority's progress across a wide range of information types.
- 2.2 As part of the Performance Framework, this report presents to Cabinet the CPA attached as Appendix 1 for the period April 2021 to September 2021.
- 2.3 Beneath the CPA are the Directorate Performance Assessments (DPA) which are detailed sources of information for each Directorate. Information from the DPA's is fed up into the CPA. Both the CPA and the DPA are an opportunity for Cabinet and Scrutiny to ask, how well we are performing? and what evidence are we using to determine this.
- 2.4 The dates the DPA's were received by Scrutiny are noted in para 5.7 and this report provides feedback from those Scrutiny's.

### **3. RECOMMENDATIONS**

- 3.1 Members review the attached document (Appendix 1) and discuss, challenge, and scrutinise the information contained within.

#### 4. REASONS FOR THE RECOMMENDATIONS

- 4.1 Cabinet members are involved in the 'self-assessment' process by scrutinising the information within the Corporate Performance Assessment. This also supports the requirements within Part 6, Chapter 1 of the Local Government and Elections (Wales) Act 2020 which provides for a new performance and governance regime for principal councils.

#### 5. THE REPORT

- 5.1 The Council reviewed its Performance Management Framework 2 years ago, with a view to making better use of the wide range of information and intelligence that it holds, and to future proof any new processes in line with the new Performance legislation. The Performance Framework was developed to meet several strategic and operational needs as well as to align with emerging legislation and further the Council's desire to be a high performing learning organisation focused on meeting the needs of its residents.

- 5.2 The framework was piloted in 2019 and endorsed by Cabinet in February 2020.

- 5.3 The framework is based on the following parts:

- **Corporate Performance Assessment (CPA)**
- Directorate Performance Assessment (DPA)
- Service Planning, identifying priorities resources and actions to improve.
- Risk Management – the barriers that may prevent improvement.
- My-Time Extra – personal learning and development, skills to deliver on objectives.

- 5.4 The Corporate Performance Assessment (CPA) dashboard is used by Corporate Management Team (CMT) and Cabinet to monitor the Council's progress in delivering its strategic priorities, identifying and challenging areas of underperformance and discussing and agreeing any remedial actions that may be required.

The CPA dashboard is currently received by CMT and Cabinet on a 6-monthly basis. While the dashboard itself offers a rich insight, it is set at a high-level position and designed to be an 'at a glance' overall picture. The detail that sits underneath it is within the DPA, which is reported to Scrutiny on the dates noted in paragraph 5.7.

#### 5.5 Directorate Performance Assessment (DPA)

The DPA dashboards were reported to their respective Scrutiny on the dates below:

Scrutiny	DPA's Presented	Date
Policy & Resources	Corporate Services DPA	22 <sup>nd</sup> Feb 2022
Housing & Regeneration	Caerphilly Homes DPA Economy & Environment DPA	1 <sup>st</sup> Feb 2022
Social Services	Social Services DPA	8 <sup>th</sup> March 2022
Environment & Sustainability	Economy & Environment DPA	8 <sup>th</sup> Feb 2022
Education	Education DPA	15 <sup>th</sup> Feb 2022

Each DPA covered the following sections:

- Overall summary of the period
- Progress on a Directorate's Priorities
- Performance Data
- Customer Intelligence / external opinion
- Resources – financial / workforce and assets
- Risk Register
- Well-being Objectives
- Lessons Learned
- Conclusion

5.6 The Directorate Performance Assessments are less about performance and targets (though they have their place) rather designed to provide a wider picture of knowledge and learning, to identify cause and effect and to invite mature conversations that enhance learning which leads to improvement. This is a summary of the discussions at each Scrutiny:

#### **Policy & Resources Scrutiny Committee**

The 6-month update of the Corporate Services DPA was introduced by the Cabinet member for Performance, Economy and Enterprise. There were questions from members on staff sickness and well-being. The impact of Covid and the delays in NHS waiting times has had an adverse effect on sickness levels. Members said that they would like to see a further breakdown of the causes behind current sickness levels. Prompted by a question on a risk around issues of funding withdrawal and the potential risk to staff, officers explained that a piece of work is taking place to look at this across the authority, as it not just an issue in Corporate Services. Further information will also be provided in a report on the challenges of Recruitment and Retention that will be presented to the committee in April.

#### **Housing & Regeneration Scrutiny Committee**

There were a range of queries within Caerphilly Homes dashboard. Members asked, how much success has Caerphilly Homes had in helping residents with their money and accommodation and how successful is the Caerphilly Keys programme is helping residents gain affordable private rental accommodation? Questions were asked on how we are making sure Landlords who aren't complying with the minimum energy efficiency standards, comply in the light of increasing energy prices. Members asked what progress had been made with the first two new Council-built homes and whether Passive home technology could be retro fitted in older homes. Members enquired into the progress made with the proposed 'Housing Surgeries' and congratulated the service on all their hard work and the completion of the WHQS. In relation to the Economy and Environment DPA (Regeneration and Planning services), there were no queries or challenges raised by the committee.

#### **Social Services Scrutiny Committee**

This committee is due to be held on 8<sup>th</sup> March, therefore a verbal update will be provided at the meeting.

#### **Environment & Sustainability Scrutiny Committee**

There were a few questions on projects and initiatives delivered in recent years. These comments / queries related to a separate report on traffic restrictions around schools and not the DPA report. There were no questions on the Economy and Environment DPA or feedback / challenges on performance in general.

## **Education Scrutiny Committee**

The Cabinet member introduced the six-monthly Education DPA and the Director provided context to the DPA before opening for questions. Scrutiny noted that they would like the 'font' size of the DPA content to increase as they found the document difficult to read. There were no other questions or feedback received.

### **5.7 Conclusion**

The Council's Performance Framework provides Cabinet, Scrutiny Committees, CMT and DMTs with a regular and embedded mechanism for monitoring progress, managing performance and driving improvement. The dashboards, which provide 'a single source of the truth', enable key aspects of performance to be discussed, action to be agreed and learning to be generated. The ability to specifically link individual contributions to organisational goals provides a platform for every employee to understand how they fit and to be recognised for the part they play in delivering the Council's objectives.

## **6. ASSUMPTIONS**

6.1 No assumptions were thought to be required in this report.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 This report is for information and has no decision-making requests, so the Council full Integrated Impact Assessment process does not to be applied. Information on equalities and Welsh language will be included appropriately within the DPA and CPA as part of a picture of Directorate's self-assessments.

## **8. FINANCIAL IMPLICATIONS**

8.1 There are no financial implications within this report, however the CPA (Appendix 1) has a section on resources including relevant budget out turns as part of the overall self-assessment of the directorate.

## **9. PERSONNEL IMPLICATIONS**

9.1 There are no personnel implications within this report, however the CPA (Appendix 1) has a section called 'resources' which provides data on a range of workforce aspects.

## **10. CONSULTATIONS**

10.1 Any consultation responses have been included with in this report are contained within para 5.8. The consultation is the response the DPA's and the questions raised from reviewing them.

## **11. STATUTORY POWER**

11.1 The Local Government and Elections (Wales) 2020 Act



Author: Ros Roberts, Business Improvement Manager, [roberr@caerphilly.gov.uk](mailto:roberr@caerphilly.gov.uk)

Consultees: Christina HARRY, Chief Executive  
Richard Edmunds, Corporate Director of Education and Corporate Services  
Dave Street, Corporate Director, Social Services  
Mark S. Williams, Corporate Director Communities  
Councillor Mrs Eluned Stenner - Cabinet Member for Performance, Economy and Enterprise  
Councillor Gez Kirby, Chair of P&R Scrutiny  
Councillor Brenda Miles, Vice Chair of P&R Scrutiny  
Councillor Teresa Parry, Chair of Education Scrutiny  
Councillor Carol Andrews, Vice Chair of Education Scrutiny  
Councillor Donna Cushing, Chair of Social Services Scrutiny  
Councillor Carmen Bezzina, Vice Chair of Social Services Scrutiny  
Councillor D. Tudor Davies, Chair of Environment and Sustainability Scrutiny  
Councillor Adrian Hussey, Vice Chair of Environment and Sustainability Scrutiny  
Councillor John Ridgewell, Chair of Housing and Regeneration Scrutiny  
Councillor Mike Adams, Vice Chair of Housing and Regeneration Scrutiny  
Jo Williams, Assistant Director of Adult Services  
Gareth Jenkins, Assistant Director of Children's Services  
Nick Taylor-Williams, Head of Housing  
Robert Hartshorn, Head of Public Protection, Community & Leisure Services  
Rhian Kyte, Head of Regeneration and Planning  
Marcus Lloyd, Head of Infrastructure  
Mark Williams, Interim Head of Property Services  
Keri Cole, Chief Education Officer  
Sue Richards, Head of Education Planning & Strategy  
Steve Harris, Head of Financial Services and S151 Officer  
Rob Tranter, Head of Legal Service and Monitor  
Liz Lucas, Head of Customer and Digital Services  
Lynne Donovan, Head of People Services  
Anwen Cullinane, Senior Policy Officer, Equalities, Welsh Language & Consultation)  
Steve Pugh, Corporate Communications Manager

Appendices:  
Appendix 1 Corporate Performance Assessment (April 2021 – September 2021)

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# Corporate Performance Assessment (CPA)

Qtr 2

2021/22

## Chief Executive Summary

### The Chief Executives six month summary 2021/22, including any changes and pressures resulting from Covid-19

The past few months have once again been challenging as the Covid pandemic remains very much with us. As such we must consider the data contained within the corporate performance assessment, in its widest context. The many achievements detailed within this report have been achieved, whilst reacting to the unprecedented global pandemic. In response to this major event, the Council quickly reframed and repurposed itself and we continue to do this as the challenges of the pandemic change every day.

Our primary purpose of "protecting our people and place" remains highly relevant and continues to provide the focus of everything we do. Services were quickly turned off, and then reframed to ensure they met the new needs of our communities. New services were quickly introduced that met the requirements of our most vulnerable during the darkest of days. Staff were redeployed from their normal duties and placed into our ever-changing priority areas. We continue to provide our 800 plus services every day, operating through our evolving agile working model.

Our Covid response has been far reaching and deep - we have issued millions of pounds of grant support to our business community; seen an army of volunteers deliver in excess of a million Free School Meals to children most in need; seen our buddy service develop into the new Caerphilly Cares Team; seen our school communities respond to significant challenges and shifting guidance to support learning and progression within and outside of school; witnessed social care staff operate at the front line to look after our most vulnerable residents and watched our operational services staff continue to keep the County Borough as clean, green and functional as possible during difficult times.

Despite operating in these unprecedented conditions, there have been many achievements, and so much learning. We have proven we can deliver our services working from home. We have learnt that we don't need to be at an office desk to deliver services but we have also learnt we need the office to socialise and energise our thinking. This provides us with key learning as we continue to embed our agile working policy.

The many acts of kindness, humility and true public service shown across the organisation, our partners and across our communities throughout the early part of the pandemic continue to humble me and make me immensely proud.

Despite the many challenges, our performance assessment still shows many areas of good performance as well as some areas where we need to focus our efforts. These are captured within each Director summary, which include:

The performance of our secondary and primary schools from the Estyn categorisation has greatly improved, with no secondary schools and only two primary schools under Estyn review.

The completion of a £200m 11 year Welsh Housing Quality (WHQS) programme of improvement to our Council homes was completed, within time and within budget.

Despite the impact of the pandemic, child protection cases remain relatively static.

However, we still have much to focus upon and improve and we have identified action plans for each of these areas. Again these are captured within the Director's key priorities.

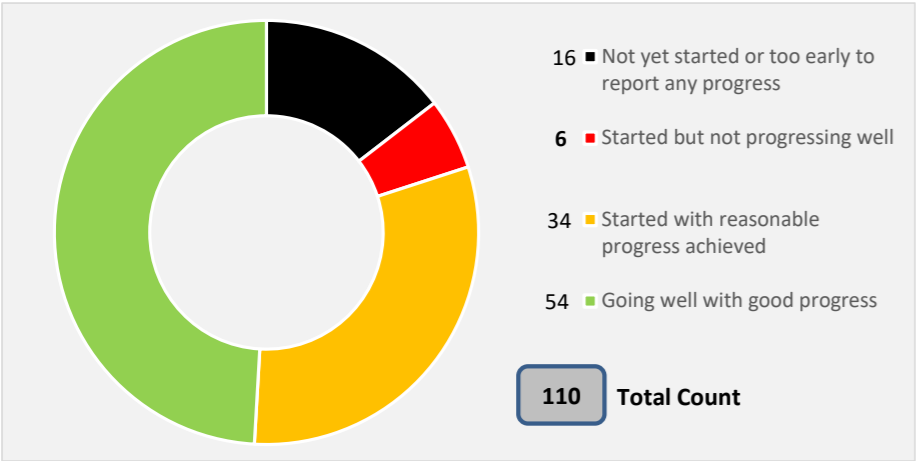
A key risk for us as we move into the next quarter is overall staff capacity. Staffing levels are monitored daily, as the combination of Covid, general sickness levels and recruitment difficulties (all of which are national challenges) places pressure upon our ability to continue to provide critical services. The health and wellbeing of our staff remains a key priority for us and we continue to provide a variety of support packages to staff as individual needs require.

As we move into the next few months, we will remain wedded to our response to the pandemic, keeping our communities remain safe and supported during these unprecedented times, whilst we simultaneously drive our Team Caerphilly improvement programme forward, ensuring we remain resilient and sustainable over the long term..

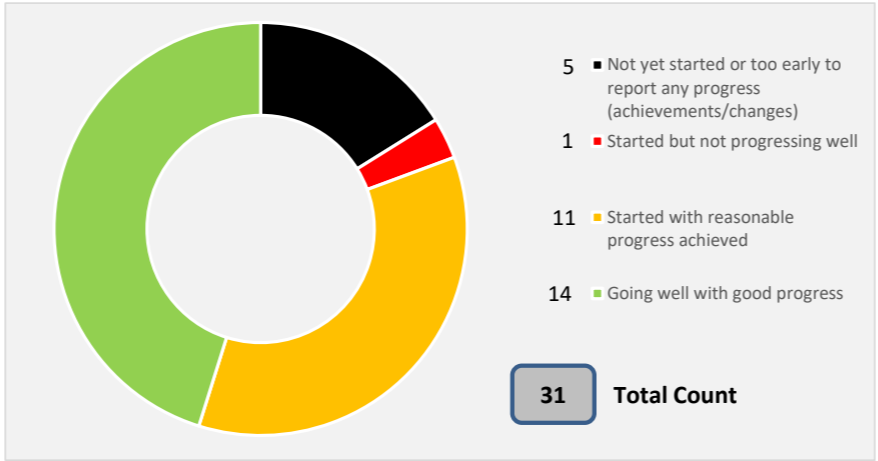
# Corporate Performance Assessment (CPA)

**Qtr 2**    **2021/22**

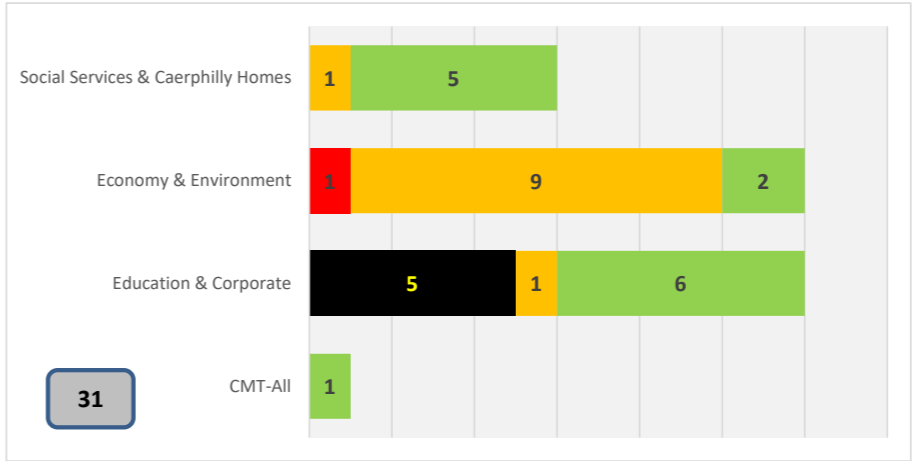
## All DPA (Directorate) Priorities - Progress



## CMT Priorities - Progress (See Chart on the right for more details)



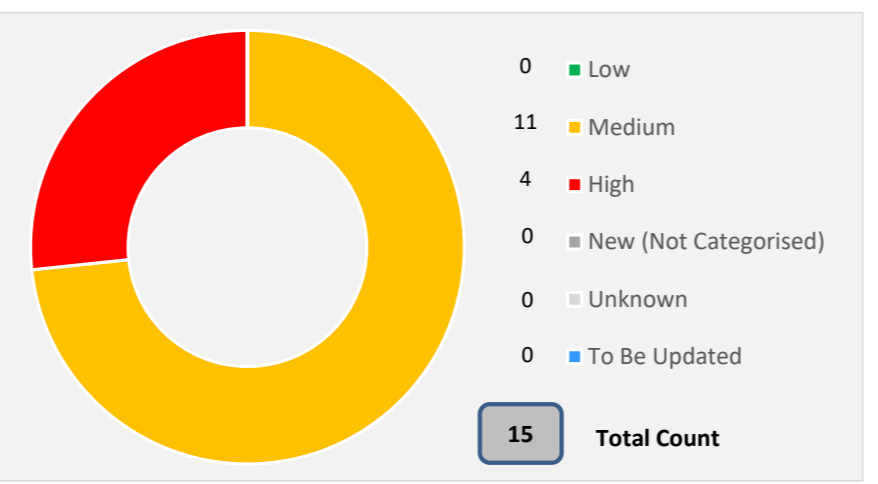
## CMT Priorities - Progress (Details by Directorates)



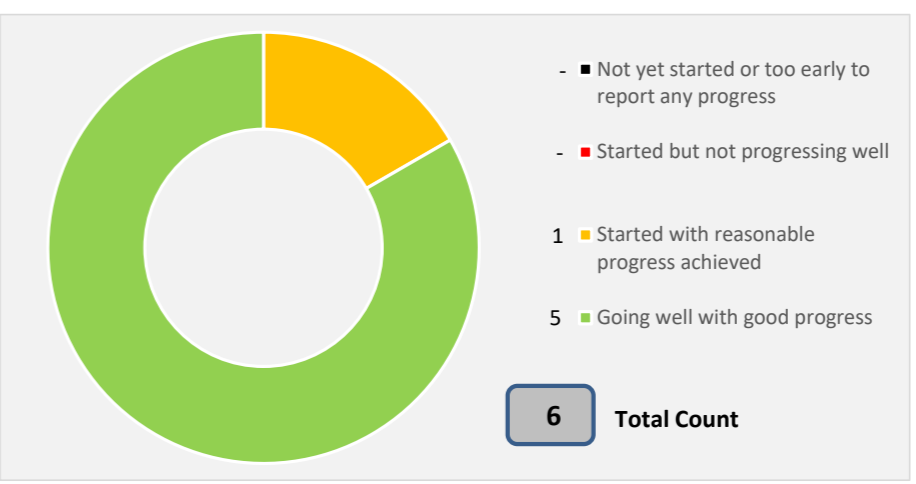
## Finance - Budget Monitoring Report - period 5

Directorate/Service Division	Revised Budget 2021-22 (£)	Projected Outturn 2021-22 (£)	(Overspend)/Underspend 2021-22 (£)
Education & Lifelong Learning	149,860,961	149,309,472	551,489
Social Services	98,496,367	97,825,044	671,323
Economy & Environment	44,077,887	43,446,006	631,881
Corporate Services	23,653,108	22,777,145	875,963
Miscellaneous Finance	52,139,470	51,431,661	707,809
<b>Totals: -</b>	<b>368,227,793</b>	<b>364,789,328</b>	<b>3,438,465</b>

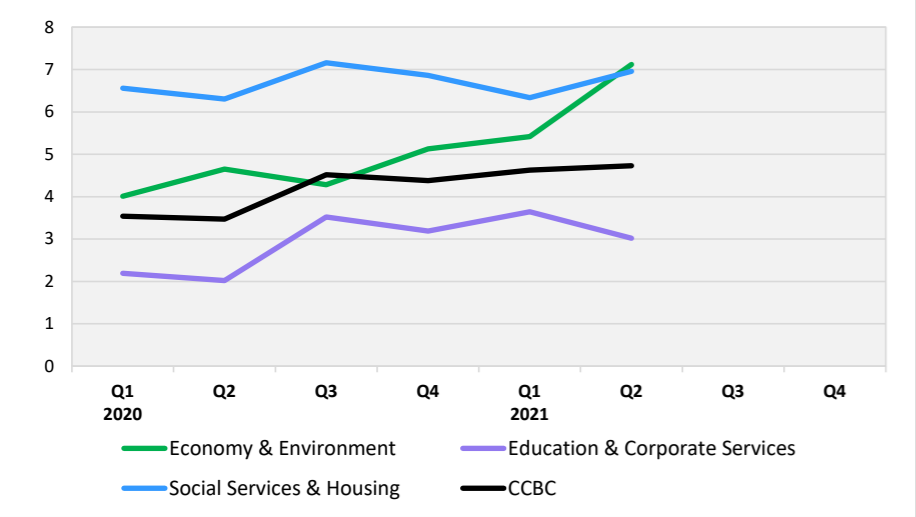
## Risk Register - Number/Category of CMT Risks - (Q2)



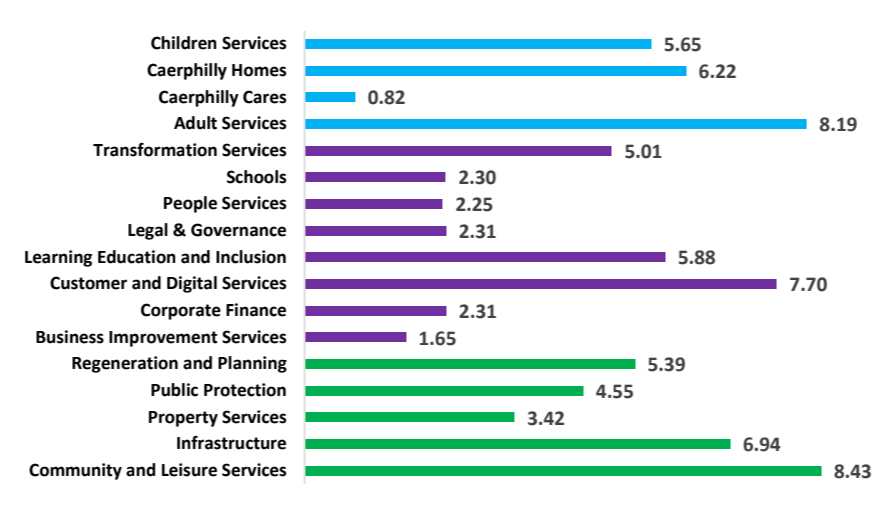
## WBO: Well-being Objectives - Progress/Status



## % Sickness Absence by Directorate



## % Sickness Absence by Service Area



## Workforce breakdown

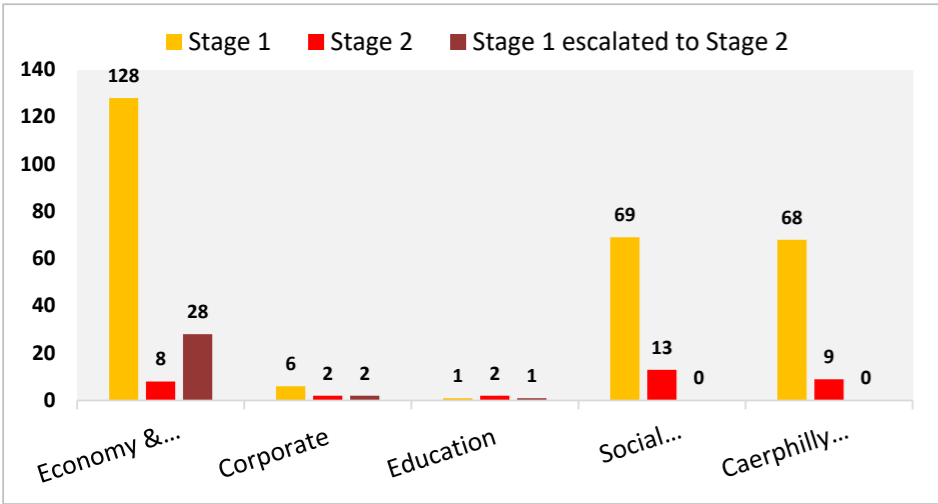
Category	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Voluntary Leavers	110	213	0	0
Other Leavers	29	42	0	0
Total Leavers	139	255	0	0
External New Starters	132	295	0	0
Number of Agency Staff	322	354	0	0
Headcount	8,255	8,310	0	0
Age 55 and over	2,076	2,044	0	0
% of headcount	25.14	24.59	0.00	0.00

Page 26

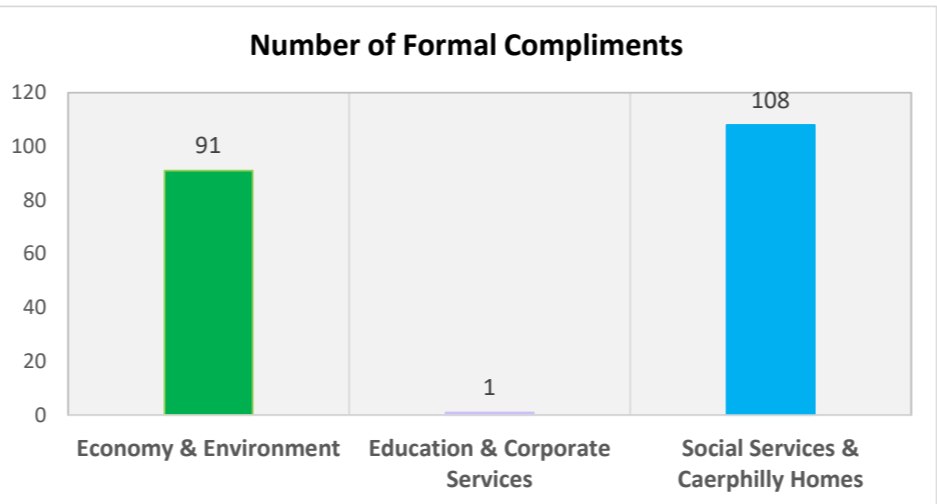
# Corporate Performance Assessment (CPA)

**Qtr 2**    **2021/22**

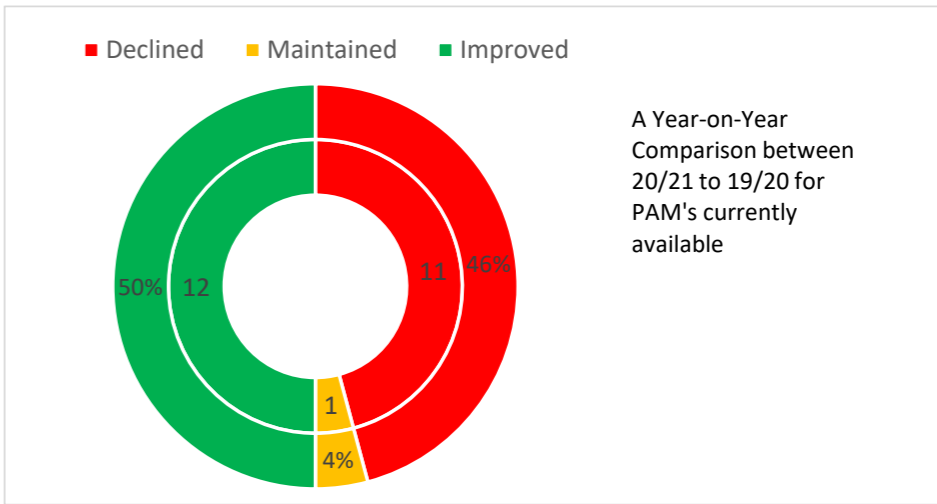
## Corporate Complaints: Number of Stage 1 & Stage 2



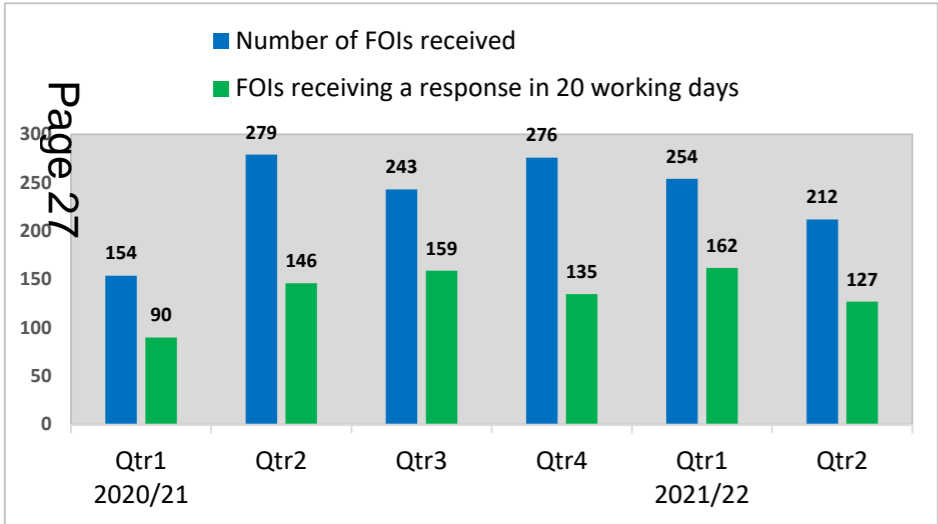
## Compliments (Positive Feedback)



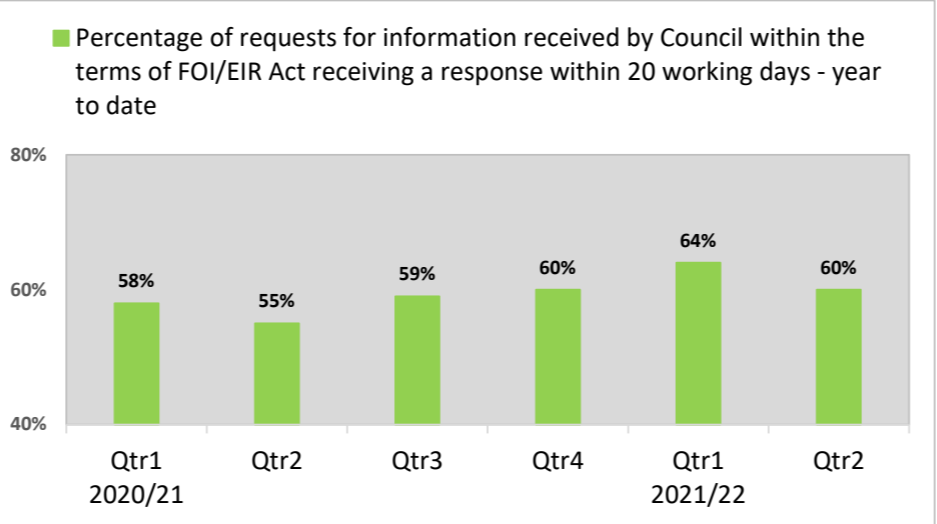
## Public Accountability Measures (PAM's) 2020 - 21



## FOI's - Freedom of Information Requests - CCBC



## FOI - Compliance - 20 days (%)



## Key Performance Measures

- Performance dashboards for corporate reviews and commercialisation have been developed and are used at Programme Board and summarised to scrutiny/Cabinet.

## Areas of Interest - Economy & Environment

- The organisation's ability to deal with the recruitment and retention difficulties.
- Adequately resourcing the decarbonisation agenda given the significant challenge of Welsh Government Decarbonisation targets and relatively short timescales involved.
- Finances - there are some significant organisational pressures linked to staffing issues and the future financial settlement remains uncertain.
- There is work to be done on expectation management in light of recruitment / retention difficulties and possible financial savings requirements.
- The role of Corporate Joint Committees and their relationship with Local Government Services moving forward.
- Delivery of the ambitious place shaping plan in light of the pressures outlined above.
- There are a number of big decisions that will need to be made in 2022 if the authority is to have any chance of meeting the 2024/25, 70% recycling target set by WG
- Administering the CRF grant programme and preparing bids in accordance with the Levelling up fund and associated criteria.
- Loss of EU funding for employment support and potential significant redundancy liability that this represents.

Page 28

## Areas of Interest - Educations & Corporate Services

- The Welsh Government cancelled all statutory data collections that would have been due Summer 2021, so there is no end of key stage data available for academic year 2019/20
- The development of a revised Education Strategy aims to use an accurate evidence base to fully understand current standards across Caerphilly
- Absence across all education settings were approx. 6.5%, which reduced to 3% after the half term break. Despite significant levels of staff absence there were few class closures and the new Inclusion Strategy is already having a positive impact on exclusions.
- The 21st century schools Band A programme, has investment £56.5 million in enhancing existing and developing new facilities is nearing completion
- The £755k investment at Caerphilly CBC Athletics Hub at Rhiw Syr Daffydd primary is now completed and open to recreational and educational use.
- The challenges of Covid have meant that the Youth Service saw a 64% decrease in the number of registered young people. Priority was given to supporting the most vulnerable who received daily or weekly support, however the number of contacts increased.
- Libraries reopened in April 2021, with browsing appointments in May and June. The number of users to the service is increasing and the e-loans exponentially. More data is available in the DPA.
- Percentage of requests for information received by Council within the terms of FOI/EIR Act receiving a response within 20 working days has improved slightly since last year, with 64% in Q1 and 62% in Q2 responded to within the timescales. However, this is still below the target of 80%.
- The percentage of requests for consideration of Data Subject rights answered within 30 calendar days as significantly improved since Q1 last year when only 36% were responded to with the timescales, raising to 75% in Q1 and 71% in Q2 this year.
- The number of data breaches remains high with **34** breaches reported in the last 6 months.
- **2** data breaches were reported to ICO within 72 hours, 1 in each quarter.

## Areas of Interest - Social Services & Caerphilly Homes

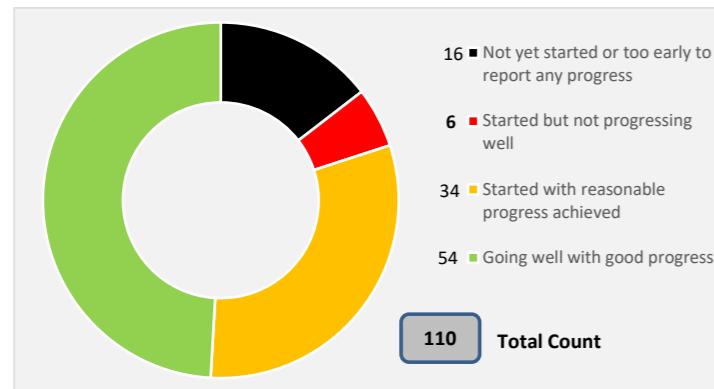
- Good progress is being made on the WHQS despite issues with material & contractor shortages.
- Homelessness remains the dominant issue within the service impacting on presentations. Caerphilly Homes is working with the Charity Crisis, piloting a review into the 'Falling out' rate of the homelessness service, due to include in Dec 2021.
- 8 Section 106 properties have been purchased.
- £1,429,974 has been sourced for tenants having a significant impact on tenancy sustainability.
- Performance in quarter 1 and 2 has been impacted by backlogs associated with difficulties in retention, recruitment and the shortages in sourcing both materials contractors.
- Adults Services - The number of people receiving services remains fairly consistent, however it should be noted because of the national crisis in domiciliary care there are currently 74 people awaiting provision of a care package.
- Children Services - Continued Covid restrictions and changes to guidance have inevitably impacted on working practice. However, it is reassuring to note that the numbers of referrals received and the number of those referrals progressing to assessment have remained relatively stable.

## Progress of all Directorates - Priorities



Qtr 2 2021/22

	Economy & Environment	Caerphilly Homes (Housing)	Social Services	Corporate Services	Education Services	Totals
Not yet started or too early to report any progress	9	0	0	0	7	16
Started but not progressing well	6	0	0	0	0	6
Started with reasonable progress achieved	24	4	1	5	0	34
Going well with good progress	10	6	12	23	3	54
<b>Total</b>	<b>49</b>	<b>10</b>	<b>13</b>	<b>28</b>	<b>10</b>	<b>110</b>



# CMT Priorities



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Table 2 showing a list of CMT priorities and their status

Title	Completion Date	Progress R A G Status <small>select from drop down list</small>	Progress - Achievements - Impacts	How does the priority relate to any actions in the Council's Strategic Equality Plan 2020-2024 or/and compliance with the Welsh Language Standards? Please explain...(IIAs) <small>Select from drop down list</small>
<b>ALL</b>				
To identify savings proposals to ensure that a balanced budget for the 2020/21 financial year can be approved by Council in February 2020.		Green	<p>Complete - The 2020/21 budget proposals were approved by Council at its meeting on the 20th February 2020. This included total savings across the Council of £3.007m (taken from Corporate Services DPA)</p> <p><b>Dir for Economy and Environment:</b>                      Agreed budgets and MTFP's position for 20/21 are fully covered in the existing Council Financial Plan. However, financial projections are likely to be affected as a result of the Covid-19 implications and changes to service delivery and emerging responses. So, each of our monitoring reports will likely show a changing and evolving picture. Corporate Property is included in the budget monitoring reports submitted to Policy &amp; Resources Committee. Infrastructure, Public Protection and Community &amp; Leisure budget monitoring is submitted to the Environment &amp; Sustainability Scrutiny.</p>	
<b>Education and Corporate Services</b>				
DP.1 Standards (Re-ignite, recover and reform learning in order to raise standards of learning) (1.1)		Black	Work has started on the development of a revised Education Strategy. This strategy will identify the challenges and barriers to learning as a result of the covid-19 pandemic and offer pathways to reengagement, recovery and reform. Milestones will be created across a range of indicators that will be scrutinised via the Directorate Performance Assessment. Inclusion and engagement with stakeholders is a key feature of the strategy. At this point, engagement sessions have been held with Governor Network, Education Management Team, all headteachers across the Local Authority and the LA Sport Development team. Further engagement sessions are planned for the remainder of the Autumn term. This includes the Youth Forum and all education staff. Engagement sessions with other stakeholder groups will continue into the spring term. Data collected from these sessions (alongside a range of other evidence) will inform the strategy document.	
DP.2 Inclusion (Improve the aspiration, engagement and progress of vulnerable learners) (2.1)		Black	Work is ongoing to embed the Additional Learning Needs Act and ensure that schools and LA are compliant with their statutory responsibilities. Implementation of the Inclusion compendium and support to schools is focused on wellbeing and positive relationships supporting the need to reduce exclusions. The Local Authority is revisiting school improvement processes alongside regional partners. This includes the implementation of 'professional discussions' meetings which endeavour to explore the impact of Covid-19 on standards and achievement in individual schools. This process, which includes the LA, EAS, headteacher, Chair of Governors and other senior leaders in schools, helps the LA to understand each school's priorities for improvement, and therefore, identify the required support.	
DP.3 Education Other Than At School (EOTAS) (Leadership, Standards and Provision) (3.1/2/3)		Black	Work is underway to develop the leadership, workforce, standards and outcomes for children who access education other than at school in line with the broader vision. The leadership team are working on developing consistent approaches across provisions and ensuring individual pathway and reintegration plans are in place. Work is ongoing with schools to ensure there is an effective model of tuition established which meets the needs of students and is financially viable.	



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DP.4 Not in Education, Employment or Training (Further reducing the number of NEET young people at the point of leaving compulsory education and beyond). (4.1)		Black	<p>NEETs data for 2020-21 is due to be collected on 31st October. Although pleased with the 1.7% outcome for the previous year, it has to be acknowledged the challenges of maintaining contact and support with pupils who are at risk of NEET during the lockdown period. This is likely to impact on the overall NEETS figure for 2021-22, and therefore, it is appropriate for this priority to remain on the corporate risk register.</p> <p>The Engagement and Progression strategy continues to be implemented. Initial evidence suggests that the revisions to the strategy are having good impact. This includes:</p> <ul style="list-style-type: none"> <li>- Greater information sharing between Education teams.</li> <li>- Improved collaboration with external partners, most especially workplace learning providers within the wider EOTAS portfolio.</li> <li>- Improved ongoing scrutiny of data</li> <li>- The creation of an authority wide single point of Destination/options tool, in website format.</li> </ul>	
DP.5 Attendance (Improve pupil attendance) (5.1)		Black	<p>In October 2021, pupil attendance was 87.7% overall. Secondary attendance was 84.7% and primary attendance was 90.1%. This number is significantly lower than previous years, although was expected due to the impact of the Covid-19 pandemic. The Education Welfare Service is predominantly focusing on support for pupils with long term absenteeism. This includes a very small number of pupils who have yet to return to school since the start of the academic year. This group of pupils may require more specialist support to help reengagement with learning, and therefore, education welfare officers are working closely alongside inclusion services. The Lead Education Welfare Officers continue to work closely with their peers across Wales to ensure a consistent approach that reflects best practice.</p>	
DP.6 21st Century Schools (Progress the 21st Century Schools Programme) (6.1/2/3)		Green	<p>Ensuring there are sufficient places to meet the expectations of both parents and governors for all schools across the borough at Primary and Secondary level in the medium of Welsh and English is a driving factor. To date works have been focused in the Islwyn area which have significantly reduced surplus places. The 21st Century Schools Team continues to take action in ensuring the right balance is struck. This includes a Secondary School, Single Sex and surplus places rationalisation programme which includes a cross-organisational group of officers, education professionals and elected members working in collaboration to address the unique situation within the borough. Whilst covid has delayed some of this work, progress has been made in relation to joint delivery of 6th form provision, investment in shared online services 'uniform' and an emerging proposal in relation to provision in the Upper Rhymney Valley which when finalised will be taken through the appropriate approval and consultation routes. The Welsh in Education Strategic Plan (WESP) sets out Caerphilly's commitment to the promotion of Welsh language and the provision of quality, attractive educational facilities. Within the WESP we are striving to stimulate demand for Welsh medium education. Investment into Welsh Medium provision has been strong in the borough with the Welsh Medium Capital Grant in region of £6.8 million resulting in improvement and expansion of 5 Welsh Medium Schools. Officers are currently compiling expression of interest forms for additional funding opportunities via this route and if successful may result in further expansion in this area, in addition to a new Welsh Medium Primary replacement and expanded Ysgol Gymraeg Cwm Gwyddon which is currently out to planning and procurement with a completion date planned for September 2023.</p>	

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As above			<p>21st Century Schools Programme:</p> <ul style="list-style-type: none"> <li>Band A Programme</li> </ul> <p>Band A works are nearing completion. The works in total over the lifetime of the Band A programme resulted in £56.5 million of investment and has resulted in enhanced/new facilities at Ysgol Gymraeg Cwm Rhymni, Y Gwyndy Campus, Newbridge School, Blackwood Comprehensive, Idris Davies 3-18 School, Islwyn High School and Trinity Fields Special School.</p> <ul style="list-style-type: none"> <li>Band B Programme</li> </ul> <p>Whilst an initial suite of projects was identified as part of the Strategic Outline Plan submitted to Welsh Government in 2017, each individual project has to be taken through an individual appraisal, scrutiny and approval process. Where applicable, the Welsh Government's School Organisation Code 2018 must be followed.</p> <p>Cont'd below....</p>	
As above			<p>Phase 1 - Two proposals have been progressed through the business case, consultation and decision making process as outlined in the School Organisation Code 2018.</p> <p>Proposal: Expansion of the existing Trinity Fields School to support 80 additional places and the provision of state of the art facilities for our most vulnerable pupils that are capable of meeting learning, social and medical needs, as well as the creation of facilities for integrated working across Education, Social Services and Health and the provision of opportunities for childcare, outdoor space and community use.</p> <p>Proposal: Relocation and expansion of Ysgol Gymraeg Cwm Gwyddon onto the former Cwmcarn High site to provide fit for purpose childcare, a 16 place Special Resource Base and increase educational provision and capacity of the school from 220 to 420 primary plus nursery</p> <p>Both proposals are now subject to a full planning application process.</p> <p>Cont'd below....</p>	
As above			<p>Phase 2 - Three proposals have been identified as part of this phase of the Band B programme which have received Ministerial approval from Welsh Government at outline business case stage. These 3 proposals are currently out for consultation, which is due to end on the 1st December, 2021, although it should be noted that only 1 of the 3 proposals is subject to the requirements of the School Organisational Code 2018.</p> <p>Proposal: Creation of a centre of excellence for vulnerable learners from across Caerphilly equipped with high quality learning opportunities, indoor and outdoor sporting provision as well as access to first class support. The Centre will reduce the need to outsource support for learners to private providers and will enable community use of the facilities outside of school hours.</p> <p>Proposal: Creation of a new state of the art Plasyfelin Primary School on the grounds of the existing site to include community use of the facility.</p> <p>Proposal: The amalgamation of Llancaeath Junior School and Llanfabon Infants School to create a new Primary School to include community use of the facility.</p> <p>Grants Programme:</p> <p>In addition, a range of activities have continued to take place to date in 2021/22 to ensure the effective management and maintenance of existing educational assets to support the transformation of the educational estate and enabling increased opportunities for Learners through improving the learning environment across the borough.</p> <p>Cont'd below....</p>	

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As above			<ul style="list-style-type: none"> <li>Welsh Medium Grant 5 Schools in the Borough, Ysgol Y Castell, Ysgol Ifor Bach, Ysgol Penalltau, Ysgol Cwm Derwen and Ysgol Bro Allta have benefitted from investment through grant funding totalling £6.8m. The Authority has submitted an expression of interest for the next round of Welsh Government Funding to further expand Welsh Medium provision in the Borough.</li> <li>Community Hubs The Caerphilly CBC Athletics Hub, located at Rhiw Syr Daffydd Primary school has completed consisting of a 6 lane 300 m track and provision for sprint and field events. This £755k investment is now accessible for bookings for educational and recreational use.</li> </ul>	
Lead & support the organisation's TeamCaerphilly Transformation Programme		Green	<p>PlaceShaping Programme - ED TO PROVIDE TEXT</p> <p>Remote Contact Corporate Review - New telephony system rolled out to over 200 call agents. Discovery phase of new public website and staff intranet. Digitisation of customer complaints nearing completion</p> <p>Workforce Development Corporate Review - Workforce Development Strategy and Well-being Strategy agreed in September. £168k outturn approval for workforce development function, appointments to team in progress.</p> <p>Sustainable Financial Planning Corporate - Budget strategy for 22/23 being discussed. Identifying opportunities for greater return on investments. Outcome reporting and linking to the MTPF being improved. Financial Regulations being reviewed.</p> <p>Internal invoicing process data gathering complete and options to streamline being considered.</p> <p>Information, Insight and Intelligence Corporate Review - Working with external data transformation experts to audit data use and look at options to join up data sets for better use. Digital Solutions Board created to advise on new software to reduce reliance on legacy applications an maximise the benefit of our E5 licence.</p> <p>Decision-Making Corporate Review - Data gathering on governance in other Councils being analysed. Options paper being prepared to review pros and cons. Training modules for staff and flow charts to assist with understanding to follow.</p> <p>Agile Working Corporate Review - Data on staffing/locations/equipment being analysed. Categorisation of role and equipment records updated. Analysis of assets base underway. Policy review has identified those that need updating. Trial of docking stations in digital services. Agile workspace ground floor Ty Penallta complete</p>	

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Continue to refine the Council's Governance Arrangements to ensure they remain fit for purpose and compliant with legislative requirements		Green	<ul style="list-style-type: none"> <li>Details of the WG 2022/23 Provisional Local Government Financial Settlement will not be announced until the 21st December 2021. Work is currently underway to identify inescapable cost pressures and potential savings and the 2022/23 Draft Budget Proposals will be presented to Cabinet on the 19th January 2022. Following a period of consultation, the 2022/23 Final Budget Proposals will then be presented to Cabinet on the 23rd February 2022 and Full Council on the 24th February 2022.</li> <li>The implementation of the Programme for Procurement (2018-2023) is ongoing and the Social Value Policy was agreed by Cabinet in July 2021. We are awaiting the next steps from Welsh Government consultation undertaken on the Social Partnerships and Public Procurement (Wales) Draft Bill. The Council responded accordingly and will continue to participate in future consultation sessions.</li> <li>Awaiting next steps on the new Procurement Regulations from UK and Welsh Government. Actively monitoring updated Information and Procurement Policy Notices together with attending fortnightly meeting with Welsh Government and WLGA representatives. Social Value Policy and updates policies and procedures demonstrates our commitment to embed and implement emerging strategies and initiatives in relation to the procurement reform agenda. Cont'd below....</li> </ul>	
As above			<ul style="list-style-type: none"> <li>Monthly meetings are taking place with the relevant officers to monitor the Local government &amp; Elections (Wales) Act. The action plan is on track and there are no emerging risks at present.</li> <li>The year-end DPA's &amp; CPA went to Scrutiny and Cabinet in September/October and have been placed on the Business Improvement portal in the intranet. The process is established. However, some refinement elements still exist to improve the involvement aspect to meet the performance duty. A survey has been designed to send to managers to gain more information about the use of the DPA to strengthen the 'involvement' section in how we judge progress.</li> <li>The Gwent Public Service Board (PSB) is now in existence and we are carrying out the administration for the regional board with CCBC Leader being the chair. The First meeting was held 1.10.21. Membership and Terms of Ref meet the statutory requirements and meetings are in diary for next 2 years. A PSB development session is planned 7.12.21. and the Caerphilly Local Delivery Group has been formed to support the Board and deliver on plans. The Well-being Assessment work is slow. Regional working has introduced delays.</li> <li>We continue to manage the recommendation and proposals made by Audit Wales with the next Proposals Register update going to Governance and Audit Committee on 25th January. There are less proposals than usual due to reduced work from the AW due to the pandemic. This part of the reporting process is well established with the proposals being placed in the DPA's so local monitoring can take place.</li> </ul>	
Develop and refresh employee working practices that support the TeamCaerphilly ethos and the emerging organisational culture		Green	<p>Employee Wellbeing Strategy 2021 - 24 agreed by Cabinet on 29th September 2021. The action plan within the Strategy now needs to be implemented.</p> <p>A number of HR and H&amp;S Policies and Procedures are being reviewed to support the Agile Working Corporate Review. Other HR policies are also being reviewed.</p> <p>The report to Council dated 13th July 2021 entitled 'Provisional Revenue Budget Outturn for 2020/21, included a proposal to set aside funding of £168k to appoint staff on a one year fixed-term basis to undertake the initial planning and scoping required for delivery of coordinated workforce development function across the Council, which Members agreed. The recruitment for these posts has recently taken place and work is now commencing to scope learning and development across the Council.</p>	

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Support the implementation of modern, fit for purpose approaches to decision-making and local democracy	May-22	Amber	A report will go to the cabinet in December requesting funding that will allow the chamber and meeting rooms to be fitted out with hybrid meeting technology. Preparations will begin in the new year for the holding of the 2022 local government elections. The council is one of a number of pilot areas in Wales where early physical voting will be permitted during the weekend prior to polling day.	
Continue to develop an IT environment that is secure, drives organisational transformation and enables efficient service delivery		Green	<ul style="list-style-type: none"> <li>Progress has been made on securing dedicated resource to further deploy Microsoft 365. A draft project plan has been developed for the roll out of M365 and will be shared as appropriate. Initial priority will be to move email into the Microsoft cloud. Progress has been slow due to difficulty in recruiting into the Cloud team.</li> <li>Established a Dynamic Purchasing System (DPS) on behalf of all twenty-two Councils in October 2019. The DPS offers an opportunity to develop a national, strategic relationship with Suppliers in order to maximise the current and future investment that schools and Councils make in Wales. The DPS is a "live" market for Suppliers able to demonstrate they fully meet our requirements. The DPS will be continually refreshed to take account of and keep pace with changes in related technologies and associated services.</li> <li>Cyber Security/Resilience Policies and Procedures under review. Silverthorn Associates commissioned to assist with various work streams in relation to information assurance and risk advice together with reviewing and providing a gap analysis on Cyber Resilience, Data Protection and Information Governance policies and associated procedures. This work will inform the proposed Cyber Strategy, Action Plan and associated Policies and Procedures.</li> <li>We are currently reviewing Corporate Information Governance arrangements.</li> </ul>	
Maximise the Council's financial position and resilience		Green	<ul style="list-style-type: none"> <li>An updated MTFP will be presented to Cabinet/Council in February 2022. This will be based on the three-year period 2022/23 to 2024/25 and will identify the potential budget shortfall for each year. Further work will then be required to identify what financial savings will be delivered through the Transformation Programme to help offset the projected financial gap. It will also be important to capture details of productivity gains and cost avoidance achieved through transformation. The Transformation Team is in the process of developing an approach to ensure that all of this information can be evidenced and recorded.</li> <li>Review IT contracts with aim to consolidate and make use of existing investments in new technologies such as Microsoft 365.</li> <li>Prior to the Covid-19 outbreak the Council was working with Local Partnerships to prepare a business case by the end of March 2020. This work was suspended due to the pandemic but has now recommenced. The draft business case will be completed in December 2021.</li> <li>£21m has been placed in longer-term investments during the current financial year which is resulting in improved returns. Our overall yield is currently 0.7%, which compares favourably with the 0.25% average return for other Welsh Local Authorities. We are continuing to work with our Treasury Advisors (Arlingclose) to identify further opportunities to improve returns.</li> </ul>	
<b>Economy &amp; Environment</b>				
Progressing the ground breaking Ness tar project through to due diligence in conjunction with WG and linking it to the wider aspirations for Caerphilly Town.		Green		
Preparation and submission of high quality Levelling up fund bids in accordance with round 2 of the fund deadline in June 2022.		Amber		

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Assisting and providing the framework for recovery form the Covid pandemic including assisting CCBC businesses to effect a recovery form the pandemic. This will include a focus on town centre regeneration.		Amber		
Progressing key strategies and strategic documents including the LDP, remaining area regeneration masterplans, focussed town centre plans and the A465 corridor partnership strategy.		Amber		
Progressing key decarbonisation decisions and projects in accordance with the adopted strategy, action plan and energy prospectus.	Mar-24	Amber	<p>WASTE SERVICES: Electric and Eco friendly vehicles are being trialled with a view to procuring carbon friendly fleet. A Fleet Review Officer (in the Policy Team) has been appointed to undertake a detailed review of vehicle utilisation as part of our switch to electric and ultra low emission vehicles.</p> <p>INFRASTRUCTURE: Work on decarbonisation has already made good progress with the introduction of LED street lighting and part night lighting. £4.8m 2021/22 ULEV funding has been awarded to the RTA to progress EV charger installation. CCBC will benefit from the installation of 5 fast chargers for taxi use only in Bargoed, Blackwood, Caerphilly (2no.) and Newbridge. There will also be an Ultra fast charger installed at the Council's Tredomen offices for the benefit of the CCR taxi 'try before you buy' scheme.</p> <p>PROPERTY: Yr End 20/21 - Electricity consumption across the core corporate offices has significantly reduced through a combination of rationalisation and energy saving measures including the upgrade of all lights in Ty Penallta to LED fittings. Over 3,400 PV panels have been installed to date on Council buildings and these generate 620 megawatts of renewable electricity per annum. Options to further increase energy generation on the Tredomen campus are being presented to Cabinet in 2020. High overnight consumption in Ty Penallta has been investigated and steps taken to reduce. Reinvestment of LEAF loan funds continues at pace.</p> <p>PUBLIC PROTECTION: Vehicles in situ , waiting for Welsh Government to establish ownership company so that vehicles can be licensed and trialled.</p>	
Progressing the feasibility and final design for repairs to the A469 and lobbying WG for funding for the construction phase of the project..		Amber		
Delivering in accordance with the cabinet's cleaner / greener agenda and resultant £1m funding allocation.		Green		
Ensuring the timely production of a waste strategy and paving the way for key strategic decisions in relation to waste management to be made early in the new political administration.	Jul-22	Amber	A key decision timeline has been developed which needs refining prior to consideration formally by the new political administration. This decision timeline will need to focus on the key change decisions required and their impact on recycling levels in advance of the next statutory recycling target in 2024/25.	
Progressing to compliance with the WG direction relating to Hafodryns including demolition of housing stock and design of revised footway / landscape.		Amber		
Commencing delivery (tendering and start on site) of major build projects including Chartist Gardens		Amber		
Lead and support the organisation's Team Caerphilly Transformation Programme		Amber		
Input to the Council's future financial management strategy to maximise financial resilience.	Feb-22	Red	Budget allocations for 2021/22 have not posed any particular constraints and was welcomed by services. However, there is a level of uncertainty around the financial settlements forthcoming from Welsh Government, that impede longer term planning, let alone service sustainability predictions, improvements and investments.	

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<b>Social Services and Caerphilly Homes (Housing)</b>				
Finalise the WHQS programme	Dec-21	Green	The programme has encountered unavoidable delays due to the Covid pandemic which has been recognised by Welsh Government and an extension to the deadline agreed for December 2021. We are on track to complete in advance of the revised deadline	
Progress new build/affordable home linking with social care/demands & opportunities	Mar-21	Green	Two sites have been identified in response to the need to reduce dependency on Bed & Breakfast accommodation and also to provide appropriate accommodation for people with complex needs. Options are scheduled to be discussed shortly with the Housing Solutions Manager and Supporting People Manager.	
Establish a second Children's Home for Caerphilly children and young people	Mar-21	Green	Property purchase completed in March 2019. Refurbishment was due to commence but property had to be used for an emergency placement. Refurbishment has now commenced and completed December 2020. Work at property complete now beginning to house children.	
Continue to embed corporate safeguarding arrangements	Mar-21	Green	Corporate Safeguarding Board will meet quarterly to monitor an Action Plan to address the recommendations that has been developed by the Designated Safeguarding Officers in each Service area. Review and Action Plan to be presented to Cabinet and Scrutiny Committees. Corporate Action Plan has been developed and ratified by CMT, Scrutiny Committees and Cabinet. Actions are 85% completed.	
Continue to monitor recruitment in terms of children services social workers and adult services carers and to identify innovative recruitment opportunities	Mar-21	Green	Cabinet approved the introduction of a Market Supplement applied to the key posts to attempt to boost recruitment. Secondments of unqualified staff to undertake the Social Work Degree re-introduced. An improved Social Media campaign and review of job adverts has led to an increase in the number of applications received and a doubling of appointments made since the Market Supplement was introduced. The Supplement has been reviewed and will now remain in place for those specific teams.  Ongoing monitoring through weekly Divisional Management Team and periodic reporting to Senior Management Team. Recruitment in the North of the Borough continues to be very challenging. Issues regarding social worker salary levels are being flagged up nationally with a view to prompting discussion with government as to the possibility of national salary levels.	
Expand the provision of integrated hubs with ABUHB and other Directorates within CCBC	Mar-21	Amber	Significant community engagements events held, including session with elected members on healthier Gwent. Workshop planned for November to launch Independent Well-being Networks (IWN) in the north of the borough. Subject to review by IPC initial workshop held.	

# CMT Priorities



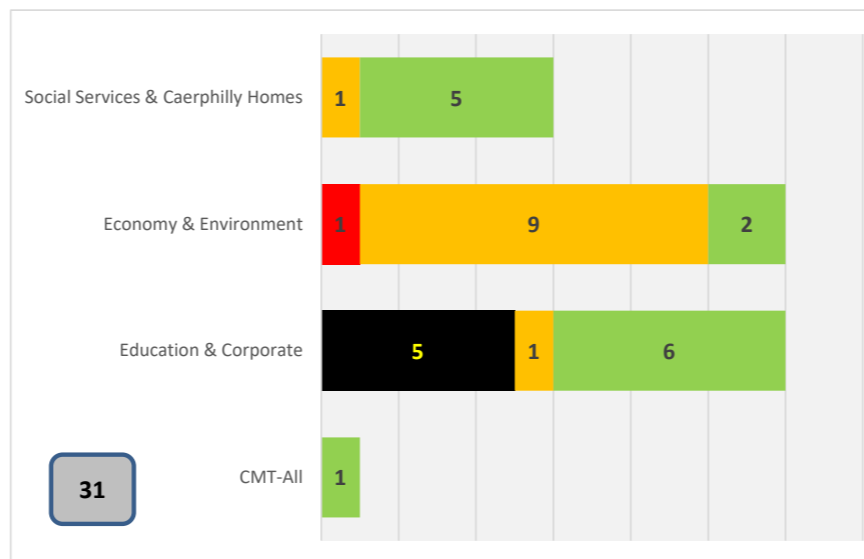
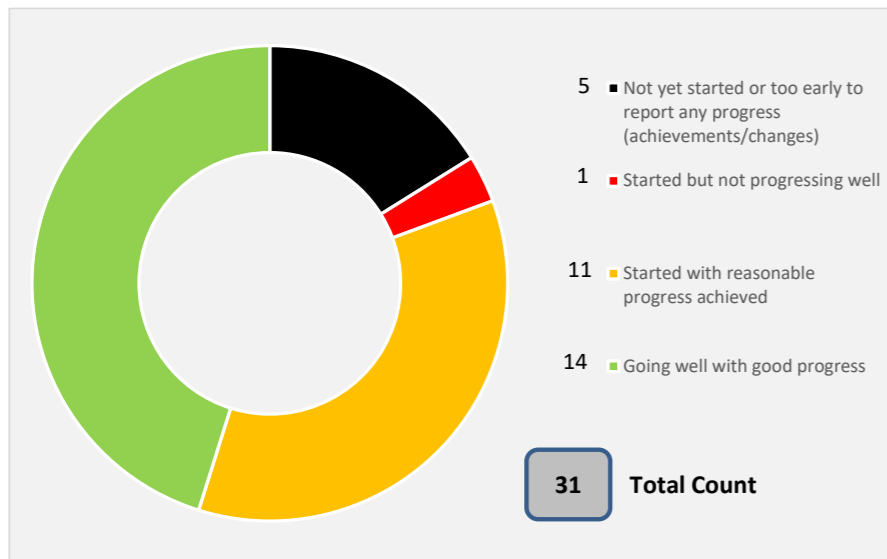
Table 1 showing summary count and status of CMT priorities

Count	Progress R A G Status	Status reference	Count Priorities specifically linked to Equalities or Welsh Language Strands
5	Black	Not yet started or too early to report any progress (achievements/changes)	0
1	Red	Started but not progressing well	0
11	Amber	Started with reasonable progress achieved	0
14	Green	Going well with good progress	0
31	Total		0

Table 2 showing a list of CMT priorities and their status

Title	Completion Date	Progress R A G Status <small>select from drop down list</small>	Progress - Achievements - Impacts	How does the priority relate to any actions in the Council's Strategic Equality Plan 2020-2024 or/and compliance with the Welsh Language Standards? Please explain...(IIAs) <a href="#">Select from drop down list</a>
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Page 38



CMT - ALL - Status reference	Progress R A G Status	Count
Not yet started or too early to report any progress (achievements/changes)	Black	0
Started but not progressing well	Red	0
Started with reasonable progress achieved	Amber	0
Going well with good progress	Green	1
<b>Total</b>		<b>1</b>

Education and Corporate Services - Status reference	Progress R A G Status	Count
Not yet started or too early to report any progress (achievements/changes)	Black	5
Started but not progressing well	Red	0
Started with reasonable progress achieved	Amber	1
Going well with good progress	Green	6
<b>Total</b>		<b>12</b>



# CMT Priorities



Table 1 showing summary count and status of CMT priorities

Count	Progress R A G Status	Status reference	Count Priorities specifically linked to Equalities or Welsh Language Strands
5	Black	Not yet started or too early to report any progress (achievements/changes)	0
1	Red	Started but not progressing well	0
11	Amber	Started with reasonable progress achieved	0
14	Green	Going well with good progress	0
31	Total		0

Table 2 showing a list of CMT priorities and their status

Title	Completion Date	Progress R A G Status <small>select from drop down list</small>	Progress - Achievements - Impacts	How does the priority relate to any actions in the Council's Strategic Equality Plan 2020-2024 or/and compliance with the Welsh Language Standards? Please explain...(IIAs) <a href="#">Select from drop down list</a>
<b>Economy and Environment Services - Status reference</b>				
	Progress R A G Status	Count		
Not yet started or too early to report any progress (achievements/changes)	Black	0		
Started but not progressing well	Red	1		
Started with reasonable progress achieved	Amber	9		
Going well with good progress	Green	2		
	<b>Total</b>	<b>12</b>		
<b>Social Services and Caerphilly Homes (Housing) - Status reference</b>				
	Progress R A G Status	Count		
Not yet started or too early to report any progress (achievements/changes)	Black	0		
Started but not progressing well	Red	0		
Started with reasonable progress achieved	Amber	1		
Going well with good progress	Green	5		
	<b>Total</b>	<b>6</b>		

# Finance - 2021/22 Revenue Budget - period 5



Qtr 2

2021/22

## Summary by Directorate/Service Division

Directorate/Service Division	Revised Budget 2021-22	Projected Outturn 2021-22	(Overspend)/ Underspend 2021-22
	£	£	£
<b>Education &amp; Lifelong Learning</b>			
- Schools Related	120,795,230	120,706,030	89,200
- Education	17,313,683	17,203,577	110,106
- Lifelong Learning	3,828,967	3,828,183	784
- Home to School/College Transport	7,923,081	7,571,682	351,399
<b>Sub-Total: -</b>	<b>149,860,961</b>	<b>149,309,472</b>	<b>551,489</b>
<b>Social Services</b>			
- Children's Services	26,485,445	27,491,570	(1,006,125)
- Adult Services	68,290,758	67,785,224	505,534
- Service Strategy and Business Support	2,155,791	1,150,139	1,005,652
- Social Services Transport	1,564,373	1,398,111	166,262
<b>Sub-Total: -</b>	<b>98,496,367</b>	<b>97,825,044</b>	<b>671,323</b>
<b>Economy &amp; Environment</b>			
- Regeneration and Planning	2,866,410	2,608,694	257,716
- Infrastructure	11,206,492	11,198,998	7,494
- Community and Leisure Services	22,284,279	22,229,957	54,322
- Public Protection	7,543,076	7,179,727	363,349
- Directorate General	177,630	228,630	(51,000)
<b>Sub-Total: -</b>	<b>44,077,887</b>	<b>43,446,006</b>	<b>631,881</b>
<b>Corporate Services</b>			
- Chief Executive/Director	361,722	354,446	7,276
- Corporate Finance	1,888,375	1,682,847	205,528
- Digital Services	7,024,224	6,644,690	379,534
- Legal and Governance	3,224,611	3,229,149	(4,538)
- People Services	2,978,995	2,850,164	128,831
- Business Improvement Services	1,539,701	1,382,482	157,219
- Corporate Property	4,948,718	5,007,330	(58,612)
- General Fund Housing	1,323,825	1,217,390	106,435
- Private Housing	362,937	408,647	(45,710)
<b>Sub-Total: -</b>	<b>23,653,108</b>	<b>22,777,145</b>	<b>875,963</b>
<b>Miscellaneous Finance</b>	<b>52,139,470</b>	<b>51,431,661</b>	<b>707,809</b>
<b>Totals: -</b>	<b>368,227,793</b>	<b>364,789,328</b>	<b>3,438,465</b>



Ref	Topic (& Service)	Risk, opportunities and Impact	Mitigation Actions (What actions can we take to address the risks or realise the opportunity)	Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?)	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	Does the risk affect the Well-being of our Communities?	Well-being Risk Level
CRR 01 - All Directorates	Exit from the EU (Brexit).	The decision to leave the EU and the subsequent exit deal created considerable uncertainty for Caerphilly CBC and our communities. Key risks included the potential for workforce supply shortages in some areas, the possibility of some disruption to the supply of goods and services and the potential for price increases.	An internal Brexit Working Group was established consisting of key staff across all Directorates and nominated Elected Members to monitor the impacts of Brexit and to take mitigating actions where possible. The Council also set aside £1m to meet any short-term financial impacts arising from Brexit. £314k of this funding has been committed to fund a small number of fixed-term posts to monitor the ongoing impact of Brexit in Environmental Health, Information Governance, Procurement and the Business Enterprise & Renewal Team (BERT).	The ongoing impacts of Brexit are as anticipated. Some difficulties are being experienced with recruitment, there has been a significant upward trend in inflation with the Consumer Prices Index (CPI) inflation rate in the 12 months to November 2021 being 5.1%, and supply chain impacts are being experienced in a number of areas including construction. These impacts are now being monitored with appropriate actions being taken as "business as usual" e.g. inflationary pressures are now reflected in the updated MTFP and a separate corporate risk (CRR 15) has been established in respect of the impact on the construction industry. It is therefore recommended that the specific Brexit risk should now be removed from the Corporate Risk Register.	Medium	Medium			Potential impacts are not fully understood but they are likely to be felt over the short, medium and longer-term.  Unable to assess 'Risk Level' currently due to the level of uncertainty	Unknown
CRR 02 - All Directorates	Medium-Term Financial Plan (MTFP)	Failure to identify sufficient savings to support the Medium-Term Financial Plan (MTFP).	The Authority has a strong track record of delivering balanced budgets and the Transformation Programme (including the ten Corporate Reviews), will be key elements in ensuring financial sustainability moving forward. Work is underway through the Sustainable Financial Planning Corporate Review to align the MTFP with the financial efficiencies and savings that are anticipated through the Transformation Programme.	Details of the WG 2022/23 Provisional Local Government Financial Settlement were announced on the 21st December 2021 and included an uplift of 8.5% in core funding for Caerphilly CBC. Indicative uplifts on an all-Wales basis of 3.5% and 2.4% were also included in the Provisional Settlement for 2023/24 and 2024/25 respectively. Details of the 2022/23 Draft Budget Proposals are being presented to Cabinet on the 19th January 2022, following which there will be a period of consultation prior to final budget proposals being presented to Cabinet on the 23rd February 2022 and then Council on the 24th February 2022. The MTFP has been updated based on the indicative Settlement figures provided by WG and this shows a potential savings requirement of £9.753m for the two-year period 2023/24 to 2024/25. Detailed work will be undertaken in the coming months to further refine the MTFP. A further report will be presented to Cabinet in early autumn providing a further update on the MTFP alongside detailed proposals in terms of addressing the savings requirement moving forward.	Medium	Medium			Yes, we need to explain how it affects the Well being of Future Generations in our Communities	Medium
CRR 03 - All Directorates	GDPR Information Governance	<ul style="list-style-type: none"> <li>Failure to locate reliable information quickly impacts on service delivery, plus we are missing an opportunity to use the Council's information assets more widely to benefit other Council services.</li> <li>GDPR introduces fines of up to 20million Euros for failing to evidence compliance, including Privacy Impact Assessments at early stage, and for data breaches.</li> <li>Failure to comply with information requests (e.g. FOI) could lead to action by the Information Commissioner's Office - compliance expectation increased to 90%</li> <li>These risks could result in adverse press, loss of trust by the public, and criticism from the Council's auditors.</li> </ul>	IGPT activity reported to Corp Gov Panel, including: <ul style="list-style-type: none"> <li>Report on options for GDPR DPO role</li> <li>Review Information Asset Registers to include info required by GDPR, e.g. legal basis for processing</li> <li>Continue SIRO review of Information Risk Returns</li> <li>Update and re-launch DPA training, inc Members</li> <li>Update info sharing register to identify contract improvements</li> <li>Enforce use of privacy notices and Privacy Impact Assessments</li> <li>Implement records management programme, including better identification/creation of records and backlogs addressed (e.g. email, networks) and ensure records with historic value are protected</li> <li>Review publication scheme and charges for info requests</li> <li>Continue suspension of surveillance activity</li> </ul>	Reducing risk via: modular eLearning launched but poor member uptake to date; awareness raising via intranet stories, CMT updates (inc Corporate Risk Register), IG Stewards and Go Digital; DPIAs/contracts increasingly used; Internal Audit checklist; data breach methodology; Covid19 Risk Log maintained, covering cyber security and IG; communication to all users from Chief Executive issued Dec 2020, cyber security strategy and information governance strategy under development. Refreshed eLearning, new modules and new Knowledge Tests planned for launch April 22. Member IG / Cyber Security training planned as part of member induction planned for June 22 to mitigate poor member uptake of eLearning. Senior Officer Cyber Security training and awareness underway, inc. presentation to Management Network on cyber attacks (10/09/21), SIRO / Leadership Team training on information risk (11/10/21) and cyber attack exercise and debriefing (15/11/21 & 22/11/21).	Medium	Medium			Yes - protection of privacy (Article 8 HRA), Duty to Document and protection of historic records to evidence public sector activities	Medium
CRR 04 - All Directorates	Climate Change	Not being prepared for the impacts associated with climate change. For Caerphilly this will manifest as a more volatile weather pattern: <ol style="list-style-type: none"> <li>More severe storms resulting in damage to trees and buildings.</li> <li>Increase in winter rainfall resulting in flooding, affecting people, property and infrastructure, including availability of outdoor sport pitches.</li> <li>Extreme Weather Conditions: Difficulty in modifying temperatures in some of our buildings (incl. Housing) could lead to increased financial burden, uncomfortable environment conditions (dangerous temperatures) affecting people's health, wellbeing and delivery/receipt of effective services.</li> <li>Changes in species including a decline in native species, changes in migration patterns and increases in alien and invasive species, including pests and disease.</li> <li>Reduction in summer rainfall resulting in reduced river flows and water availability.</li> <li>Increase in levels of extreme weather such as snow/ice which could potentially impact on not only the travelling public but the elderly/frail and those in fuel poverty.</li> <li>Grass fires.</li> <li>Vehicles being used by the authority are outdated and therefore consuming more fuel and producing higher levels of emissions.</li> <li>Extremities in foliage growth, and the reduction in both street/highways cleansing, and weed control, will have a direct impact on future maintenance and environmental damage controls, potentially leading to systematic failures and increased costs to the authority for response repairs (e.g. Footpaths; Highways; Gullies; Drainage; Cycle-ways) as well as public liabilities.</li> </ol>	A Local Climate Impact Profile (LCLIP) has been prepared and links to other plans including Highways Winter Maintenance Plans, Business Continuity Plans & Emergency Plans etc.  Mitigation work being undertaken includes: <ol style="list-style-type: none"> <li>A Tree Management Strategy and implementation of resources to manage tree stock.</li> <li>Assessing the condition of trees.</li> <li>Assessing the vulnerability of drainage infrastructure in excessive rainfall.</li> <li>Installing flood risk measures at priority vulnerable locations.</li> <li>Considering climate change in the Asset Management Programme.</li> <li>Street lighting has been switched to LED combined with a paty night lighting approach.</li> <li>A roll-out of electric vehicles within the CCBC fleet where practical and where charging infrastructure allows.</li> </ol>	<b>Dir for Econ/Env - Nov 21 (same as Year-end 20/21) Statement:</b> <ol style="list-style-type: none"> <li>Resources are in place for surveying our tree stock and tree works being undertaken in accordance with survey recommendations.</li> <li>Local Flood Risk Management Strategy (Engineering) in place. Sustainable Drainage Approval Body (SAB) implemented from 7 Jan 2019 to improve control and approval for drainage infrastructure on new developments.</li> <li>Climate emergency declared by full council and decarbonisation strategy and action plan combined with an energy prospectus have been adopted by the Council with a number of actions/ projects being progressed.</li> <li>Electric vehicle charging infrastructure being rolled out in public car parks and council strategic sites and switch to ELV council fleet has commenced with the delivery of a number of smaller electric vans.</li> <li>Street lighting: switch to LED combined with night switch off now fully implemented to achieve carbon reduction and avoid significant additional energy costs.</li> </ol>	Medium	Medium			Yes - there is an impact to a 'Resilient Wales' by not proactively addressing the operational response to climate change. The contribution to global issues and a 'Globally Responsible Wales' is met through low carbon planning and sustainable development. There is a direct impact to Health also.	Medium



Ref	Topic (& Service)	Risk, opportunities and Impact	Mitigation Actions (What actions can we take to address the risks or realise the opportunity)	Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?)	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	Does the risk affect the Well-being of our Communities?	Well-being Risk Level
CRR 05 - Dir for Economy & Environment	Community & Leisure:  Greenspace and Landscape Services	Ash die back (Chalara Fraxinea) is the most significant disease to affect the UK tree population since Dutch Elm disease in the 1960's. The disease will result in the decline and death of the majority of ash trees in Britain. Unfortunately, many ash trees predominate line our roadside verges, so the disease will affect high risk locations.  In our borough, ~ 37,400 + ash trees could be affected by this, requiring substantial resource, logistics and environmental considerations/implications, such as:  a) Thorough surveys (to identify needs/requirements) b) The formulation of a Removal Strategy c) Budgeting and Finance c) Considerable clean-up and disposals d) Wider environmental impact (contaminations/biodiversity/eco systems) e) Wider impacts on road sweeping and weed treatment.  All of which, will ultimately lead to damage to the environment and its infrastructure and have an effect on the 'look and feel' of the county borough.	Initial action to include:  1. Development of a Removal Strategy 2. Discussions at WLGA and representations to Welsh Government (WG) in relation to funding.	This will require a substantial cost implication due to the logistics and labour intensive nature of addressing such matters.  Work is still progressing nationally for a funding model to be adopted by WG. Some Green Infrastructure funding was received in 2020-21 to allow for some felling. We continue to fell any trees noted with significant ash die back whether this is identified during routine inspections, service requests or during ad-hoc site visits. Green Recovery Funding was received in 2021 from WLGA, £111K was allocated to deal with ash die back across the county borough. In July 2021, Cabinet approved funding (£750k over the next three financial years) to manage ash die back across the county borough and ash removal is progressing based on identification of risk by the Council tree specialists.	High	Medium				Medium
CRR 06 - Dir for Economy & Environment	Regeneration & Planning:  Local Development Plan	The Adopted LDP was due to expire on 31st December 2021, however further to the Ministerial letter received by the Leader in September 2020 this is no longer the position. The Replacement Local Development Plan was well advanced, however, the Council withdrew that plan in July 2016 following local opposition to a number of development sites contained within the document. The Council has resolved to progress the preparation of a Strategic Development Plan and a new LDP in parallel. Work on the new plan has commenced, the delivery agreement has been approved by WG, the various working groups are progressing and regular member seminars are being held.	The Adopted Local Development Plan (LDP) remains in force until it is superseded by the 2nd Replacement LDP. On 29th January 2018 the Cardiff Capital Region Cabinet agreed that work should commence on a Strategic Development Plan (SDP) for the area. A formal report was considered by the Cabinet on the 10th June 2019 which determined the timeline for reporting this matter to all ten Councils. Caerphilly Council considered this matter in October 2019 and resolved to commence work on the SDP and a new LDP as soon as practicable. Future Wales The National Plan 2040 was published by WG in February 2021 this requires the adoption of a Strategic Development Plan by the new SE Wales Corporate Joint Committee when it is formed for the S E Region i.e. the Cardiff Capital Region. The work on the 2nd Replacement LDP for Caerphilly CB has commenced and is well underway. It is anticipated that the new Local development plan will be adopted by the end of 2024.	Chief Planning Officers and Planning Policy lead officers were meeting regularly as a Project Group to progress various work streams necessary to establish the SDP project in advance of the formal commencement of plan preparation, however the newly created CJC will become the Strategic Planning Body. The formation of the permanent CJC has been delayed while an interim CJC is put in place - consequently formalising the SDP element of the CJC role is also slightly delayed.  In the medium to long term a 2nd Replacement LDP will increase the land supply position. A number of significant applications have been submitted and approved by Welsh Government on appeal.  Funding identified and approved for the SDP and the new LDP and good progress being made in terms of the process for writing, publishing and adopting and new LDP - the delivery agreement has been approved by WG, the various working groups are progressing and regular member seminars are being held.	High	Medium			Yes, the lack of an LDP threatens the timely delivery of land for development, particularly housing, making it more difficult to achieve the goal of prosperity.	Medium
CRR 07 - Education & Lifelong Learning Directorate	School Attainment	1. There continues to be a gap between the attendance and attainment of Free School Meals pupils and Non-Free School Meals pupils which is being addressed.  2. High rates of exclusion will impact on pupil attainment.  3. The impact of covid on learner outcomes remains unknown and requires further evidence and appropriate intervention.  4. The inconsistent nature of assessment at KS4 since 2019 together with staff and pupil attendance will impact on pupils and their outcomes.	1. Utilisation of grant funding to identify gaps in pupils' learning and implement appropriate interventions/strategies.  2. Utilisation of the educational welfare, inclusion and Youth services to support pupils with issues relating to wellbeing.  3. The Edtech programme has been repurposed to provide digital resources to disadvantaged learners.  4. The LA monitors schools' engagement with professional learning activities. Monthly Partnership meetings with EAS are used to update on professional learning.  5. The development of a revised Education Strategy that aims to address the impact of the Covid-19 pandemic.	Current development of a revised education strategy will endeavour to address concerns around the impact of Covid-19 on standards, progress and provision.  The current Service Improvement Plan 2021-22 identifies the actions of all service areas to mitigate against the Covid-19 pandemic.  Schools continue to engage well with the Local Authority and EAS.	High	High			Yes, this limits contribution to 'Prosperous and More Equal Wales'. Standards of attainment and gaps in inequality can result in a low skilled, low paid workforce, and higher levels of unemployment leading to poverty. Over the long-term (25 years) in the life of a young child to adult the potential outcome of the attainment gap makes this a high risk. This is a long term risk	High
CRR 08 - Social Services & Housing Directorate	Fragility of the Social Care market. The independent sector social care market across Wales is in an unprecedented position in terms of its fragility and this is starting to be felt in Caerphilly.	• Providers unable to sustain existing packages of care. • National Minimum Wage and National Living Wage creating additional financial strain which providers are expecting LA's to resolve. • Little additional capacity to take on new packages of care. • Ongoing Judicial Review across Wales re responsibility for Funded Nursing Care Payments. • Potential financial impact on the Directorate and Authority. • Introduction of RISCA from 01.04.18 could have significant implications for recruitment and retention of staff.	Fee levels for 2017/18 agreed at 3.1%. This was funded via a mix of core funding and CCBC's element of the Social Care Workforce grant paid by Welsh Government. A further element of workforce funding has recently been released by WG. Discussions are ongoing with commissioned providers to determine how these monies should be allocated. Fee levels for 18/19 agreed at 2%	No change in risk level. Further concerns with regard to stability. Coronavirus Pandemic has had major consequences for care homes across the UK. Positive cases have meant that new admissions to care homes have not been possible for a significant period of time with the knock on consequence in relation to the financial viability of homes. Welsh Government funding has eased the position for 20/21 but the ongoing support is unclear for 21/22. Additional payments have been made to care providers with effect from 23rd March 2020 to compensate them for additional costs and lost income resulting from the Covid 19 pandemic. These additional payments will be funded through the Welsh Government's Hardship Fund for Adult Social Care.	High	High			Yes - reducing help that can be provided for the most vulnerable in our society will affect our ability to contribute to a 'Healthier Wales' which requires peoples mental and physical well-being to be maximised. Whilst this may be a medium risk operationally from a FGA perspective this would be high as it directly affects those most in need.  Risk Level deemed 'High' over the 'Medium Term'.	High
CRR 10 - Social Services & Housing Directorate	Welsh Housing Quality Standard (WHQS) programme	Everyone in Wales should have the opportunity to live in a good quality home within a safe and secure community. To help achieve this, the physical standard and condition of existing housing must be maintained and improved to the Welsh Housing Quality Standard (WHQS). Meeting the revised completion deadline, due to Covid, of 31st December 2021 is critical for both Caerphilly and our relationship with WG.	The WHQS programme has its own specific risk register which is reviewed and updated by the Project Board quarterly. The highest risks are: Failure to achieve programme objectives - the probability level has greatly reduced as we near the December 31st deadline with the internal works programme almost complete apart from acceptable fails (timing of remedy, tenant choice & Covid) although the acceptable fails are constantly being updated & validated as each element is completed as part of a relet etc. This is ongoing and will reduce the Acceptable Fails to the lowest numbers as possible. The focus had been the outstanding external contracts. The WHQS elements within these contracts were prioritised and although not all the contracts are complete the WHQS elements are. The outstanding work within these contracts will be pre-paint repairs and maintenance.	The internal programme of works was completed in Q3 and the remaining external works required to be completed in order to meet the 31st December deadline were completed in December. We have therefore now met the WHQS on all stock, with the exception of acceptable fails. We are currently in the process of completing the reporting to send to WG as part of our formal confirmation. As we go forward to PAMS and WHQS2 there remain concerns in relation to material supply and costs, this situation will continue to be closely monitored and has been raised with WG who advise that other authorities have encountered similar problems. This dialogue will continue as we proceed with PAMS and understand the requirements of WHQS2. Refurbishment and remodelling work to the sheltered housing schemes continues to be undertaken by the in-house workforce. The programme is progressing, however due to work content, asbestos issues and the ongoing risk of Covid restrictions, a number of schemes require full decants which will delay completion, but discussions with WG have confirmed that these can be categorised as acceptable fails.	Medium	Medium			Yes - however now that we have completed the WHQS the risk of any detrimental well being impact has significantly reduced. This is in the context that maintenance and repairs are ongoing and should be met against their own key performance indicators.	Medium



Ref	Topic (& Service)	Risk, opportunities and Impact	Mitigation Actions (What actions can we take to address the risks or realise the opportunity)	Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?)	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	Does the risk affect the Well-being of our Communities?	Well-being Risk Level
			The In-house workforce completed the additional internal works. This including the transfer of contracts from the Dynamic Purchasing System (DPS) of approximately 150 properties that ensured continuity for our in house workforce which delivered better performance and higher tenant satisfaction levels. Some external works were also transferred to the In house workforce following the liquidation of the Contractor (Creobuild) as it was felt that retendering would have risked achieving the December 31st deadline.	The Housing Revenue Account business plan submitted to WG in March 2021 shows the HRA remains viable with the possibility of additional borrowing to undertake new build. HRA surpluses are generally utilised towards funding the WHQS Programme and then earmarked for potential new build options and decarbonisation works once the programme has been achieved.						
NEW 2020 CRR 11 - Communities	Fleet	<ol style="list-style-type: none"> <li>1. Non-compliance of our Heavy Goods Vehicle fleet which poses a significant road safety risk, reputational damage and puts our Operator's Licence at risk.</li> <li>2. A road accident caused by a defective vehicle operated by the authority.</li> <li>3. Failure to support front line services such as refuse collection, social services and winter road maintenance because we are unable to keep vehicles in service.</li> <li>4. Significant recharge costs from our managed service provider should a vehicle fail due to a lack of or poor standards of maintenance.</li> <li>5. Insufficient staffing levels to deliver the service due to recruitment and retention issues.</li> </ol>	<ol style="list-style-type: none"> <li>1. Work is ongoing to improve all areas of compliance with the requirements of the Operators Licence.</li> <li>2. Use of the fleet management system to its fullest extent will ensure vehicle road tax, MOT and insurances are renewed in a timely manner.</li> <li>3. Service area supervisors have undertaken Operator Licence understanding training and driver referral systems have been implemented to address areas where non compliance are identified which trigger retraining.</li> <li>4. No comment at present.</li> <li>5. Work with People Services to address recruitment and retention difficulties.</li> </ol>	<p>A Fleet Service Review has been undertaken with a number of improvements identified and in progress including significant investment in new diagnostic and testing equipment. An Action Plan was presented to the Team Caerphilly Transformation Board on 8th July 2021. A further Report has been drafted for Corporate Management Team to further inform and provide evidential intelligence for Senior Executives to a) better understand existing service needs b) identify existing service shortfalls c) consider options for mitigating the risks identified. Work is in progress with People Services to develop proposals to address recruitment and retention difficulties and market supplements are now in place to assist with the recruitment of HGV fitters. An update of the fleet review is scheduled for consideration by the team caerphilly board in March 2022.</p> <p>A Fleet Review Officer post (in the Policy Team) has also been filled and the postholder has undertaken a detailed review of vehicle utilisation as part of our switch to electric and ultra low emission vehicles. A report on progress with the vehicle utilisation review and ULEV is due to be considered by CMT in January 2022.</p>	High	High			Yes - Prosperity: Resilience: Healthier: Cohesive Communities: Globally Responsible	High
	Fleet Continued...	<ol style="list-style-type: none"> <li>6. Stability of staff, adequate resourcing, use of technology, better control of our office and workshop environments, securing quality management of business processes, supplies and client outputs.</li> <li>7. Contract management with SFS, to maximise the value of the managed fleet contract to the Council.</li> <li>8. Constant fleet vehicle reviews and use across the Council, with a view to reducing costs, fuel use, materials consumption, carbon emissions, environmental impacts, complaints and improving client satisfaction and Council reputation.</li> </ol>	<ol style="list-style-type: none"> <li>6. The fleet management office has suffered a staff turnover which has impacted upon the service levels, similarly, despite advertisement we have been unsuccessful in obtaining a vehicle technician. Team meetings now take place where fleet staff are encouraged to become involved in improvement measures and ideas.</li> <li>7. Meetings with the managed service provider have been held where the added value of the contract has been discussed and areas remaining outstanding such as community benefits are being addressed.</li> <li>8. A detailed review of user fleets is underway including detailed work on ultra low emissions vehicles.</li> </ol>	See above.						
CRR 12 Covid 19 New 20/21	Covid 19 Recovery Plan Whole Authority	Covid 19 Pandemic resulting in public health emergency, lockdown, suspension of services, workarounds to safely find new ways to deliver services.	A separate Risk Register specific to the Covid 19 situation has been established and is being regularly monitored and updated by the Corporate Management Team.	<p>As there is a specific register and group to respond to the ongoing situation and its recovery - it would be repetition to repeat here, but is acknowledged here as part of the high level Council risk register.</p> <p>Throughout 20/21:</p> <ul style="list-style-type: none"> <li>- Corporate Management Team (CMT) and key senior officers will be meeting on a daily basis from Mon 16th March 2020.</li> <li>- Internal Coronavirus Group meeting twice weekly cycles and due to meet daily.</li> <li>- Management Network briefing to discuss Human Resource (HR) response.</li> <li>- Managers checking Business Continuity Plans.</li> <li>- Human Resources (HR) reacting to Central Government &amp; Public Health Wales advice as it is issued</li> <li>- Staff returning from areas recognised by the Government, or affected by the coronavirus, including close contacts are self-isolating as medical suspension.</li> <li>- Chief Executive and Leader are in regular dialogue with ABUHB, Public Health Wales, Welsh Government (WG) and Welsh Local Government Association (WLGA).</li> <li>- HR advice issued to officers/offices/staff to: Catch It - Bin It - Kill It.</li> <li>- Intranet and public advice regularly updated.</li> </ul> <p>Public health advice on Novel Coronavirus (COVID-19) is also available via the all-Wales Health Protection service on 0300 003 0032 during working hours (and with access via this number to out of hours services) Guidance for self-isolation can be found on the following weblink: <a href="https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/self-isolation-advice/">https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/self-isolation-advice/</a></p>	Medium	Medium				Medium
CRR 13 - New Q1 20/21 Homelessness	Increased Homelessness	Increased numbers of homelessness could result in increased incidents of rough sleeping and increased use of B&B/hotel type accommodation to address emergency needs. This in turn could result in poor outcomes for the households concerned and a repeat of the homelessness cycle. As national Covid policy delaying evictions by private landlords comes to the end, evictions could rise significantly.	Support providers and specialists are used to provide support to assist those that are homeless and to sustain tenancies to avoid homelessness occurring. Homelessness strategy has been developed in collaboration with neighbouring authorities. The availability of temporary accommodation to be reviewed to reduce/avoid use of Bed & Breakfasts. Look at opportunities to further increase the availability of properties in the private sector as an alternative means of accommodating homeless persons. Work closely with the police and probation service to plan accommodation for prison leavers. Review the type of accommodation that is required to meet the needs of those presenting to the service forward so that this can be considered in longer term future planning	The Covid pandemic has resulted in increased pressures on this service, however this will be an ongoing process due to lockdown arrangements, policy and legislative changes. Cornerstone, The Wallich and Gofal are main support providers, but additional support provided by in-house Occupational Therapy, and mental health provision. Regional Homelessness Strategy has been completed and agreed actions being progressed. Use of Bed & Breakfast has seen an increase this year, therefore additional temporary accommodation is actively being sourced, with some success. Good success has been achieved in the private sector, with approximately 85 properties and 44 landlords currently being used to assist with homelessness via the Caerphilly Keys initiative. The prison leavers pathway has been implemented and is assisting in the forward planning of suitable accommodation for relevant persons. Out of county placements have been necessary to provide emergency accommodation following the closure of in county hotel and B&B businesses. Success achieved for additional funding from WG of approx £1m. A new Housing Solutions Manager has been appointed following the retirement of the previous postholder.	Medium	Medium				Medium
			Presentations and pressures on the service and emergency accommodation provision continue and we continue to seek alternative forms of emergency accommodation other than bed and breakfast accommodation. The demand is likely to increase as we move toward the inclement weather months and the directive from WG has not changed with everybody being accommodated. In addition the decision to not allow Night Shelters to open will place additional pressures on current provision. Support services continue to provide targeted support to those in emergency accommodation but there have been increases in breaches of occupancy and residents behaviour which are placing additional pressures on support workers and staff within the units. In order to move people on the Housing solutions team continue to work with both private sector and RSL landlords to maximise move on.	We continue to work with landlords to provide emergency accommodation and an additional 10 bed HMO unit and 4 bed HMO unit have been brought online to assist with the demand in emergency accommodation provision and we continue to explore additional avenues with proprietors to increase the provision through the inclement weather months. In addition to this a full review is being undertaken to look at the longer term model of emergency accommodation for CCBC and this will be outlined in the Rapid Rehousing Strategy in 2022.						



Ref	Topic (& Service)	Risk, opportunities and Impact	Mitigation Actions (What actions can we take to address the risks or realise the opportunity)	Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?)	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	Does the risk affect the Well-being of our Communities?	Well-being Risk Level
				A new website is due to be launched to promote Caerphilly Keys and to target a wider landlord audience with a view of additional landlords signing up to the scheme. The landlord Forum has also re started and Caerphilly Keys presented at the forum as an additional marketing tool to attract additional landlords. A specialist Common Housing Register for the Housing Solutions Team has been implemented to ensure applications to the register for Homeless Households are completed in a timely fashion and refreshed to maximise move on opportunity and in addition to this work is on going with partners to maximise move on for clients on the Housing First Scheme . Further one partner provides the Housing Solutions team with units of accommodation on new build sights for a star flat, complex needs case and Housing applicant. General Fund Housing is utilising its Homelessness Prevention funding in an attempt to reduce homelessness, evictions and Bed & breakfast accommodation as well as providing temporary accommodation as part of its statutory duty. During Covid-19, pressure was placed on this service to accommodate homeless persons and on average 70 people per month continue to be accommodated. This is funded by the WG Covid-19 hardship fund.						
CRR 14 - Microsoft operating support	Whole Authority	Unsupported operating systems increase risk of cyber threats, halting services both front line and back office. Maintain supported software to ensure latest security features in place.	Upgrade path identified and being implemented; working with suppliers to ensure compatibility of solutions	This is included within the processes for security standards and accreditations within the Authority. Further development of 5 year plan to be completed as part of ICT Strategy.	Medium	Medium			Cyber threats could affect key front line services	High
CRR 15 - Contractors	Changes to supply and demand chain means rising costs of building and infrastructure materials and contractor costs. Lack of available contractors.	The availability of contractors, material shortages and cost increases are having a significant impact on services ability to progress with key infrastructure or day to day building projects. Key areas affected are Education (school replacement works, boilers), infrastructure, property services and Housing. Within Private Sector Housing the current schedules of rates against which tenders are compared are now unrealistic in the current market, even following recent uplifts. Contractors are increasingly declining the opportunity to submit tenders. If they do submit, we are unable to proceed as their prices are far in excess of our rates. This is a particular concern in Housing as all of these products are targeted for our most vulnerable residents such as making disabled adaptations. There are several factors causing this impact, such as a buoyant UK construction sector as a result of public investment in their own properties (from money saved through the pandemic) as well as public sector infrastructure investment. International influence on scarcity (and hence price) of certain raw materials (steel and timber for example) is a factor. There are import backlog issues, part linked to the Brexit ports issue but also the shipping industry backlog still hasn't recovered fully from the suez canal incident a few months ago. Construction material providers are still recovering from supply backlog when production ceased in lockdown but also many staff still furloughed so some suppliers still not back to "full fighting weight". One of the main issues is the significance of price increases of basic building materials such as steel, timber, cement and concrete which is having an adverse cost effect throughout all of the service areas outlined above	The problem of extended start dates from willing contractors cannot be overcome in the short term due to the heightened demand from the private sector but there may be potential opportunities to overcome the pricing restrictions of the schedules of rates and frameworks. There may be some opportunities to work with procurement to identify other reasons for a reduction in volume of contracts being tendered.	New	Medium	Medium			Yes this will have a direct impact on vulnerable people within housing, pupils in schools and communities and ensuring access around the borough for travel and work. As Education, Housing, Employment (travel) and transport projects are Well-being objectives this is key to the Corporate Plan success.	Medium
CRR NEW 2021	Recruitment & Retention of Staff Whole Authority	Appointment of staff to key positions is a significant challenge and is starting to affect delivery of certain services.	CMT/Cabinet currently considering areas where there is greatest pressures. Review how recruitment is undertaken and where. Review current job descriptions and person specifications to ensure they are up to date and relevant. Review of comparator post salaries across Welsh LAs and public services at the very least. Comparators may also be relevant from public services outside Wales and also private companies. Consider developing run through grades. Consider how apprentices / trainees / work placements can support future service delivery and succession planning. Consider collaborative working with other LAs / partners. Use of agency staff where possible. Potential use of market supplements. Potential use of contractors for project work	Recruitment drive for frontline services to take place February 2022. Advert for apprentices February 2022. HRD engaged and and considering recruitment and retention issues across Wales. All Wales group established to consider recruitment and retention within Digital Services consisting of Heads of IT, HRD and WLGA. Pay comparator information obtained for some posts. Market supplements in place for some posts. Low hour contracts being reviewed within and across services to establish if higher hour contracts can be offered which may be more attractive. Run through grades offering career progression being explored in some services. HR and Employability Teams working together to support recruitment opportunities, including Kickstart. Work ongoing with Careers Wales to develop a video to promote CCBC as an employer in schools. New landing page for CCBC being developed to support more engaging recruitment and application process being reviewed as part of tender for new HR / Payroll system.	High	High				High
15	16				15	15	0	0	11	15

Page 44

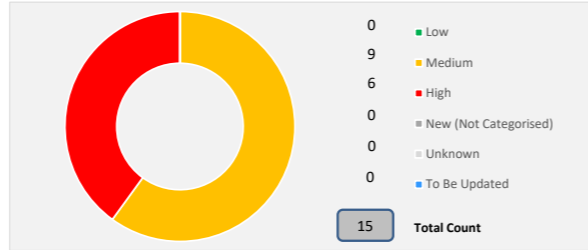
2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	Count Number and Category of Risks	Well-being Risk Level
0	0	0	0	Low	0
9	11	0	0	Medium	9
6	4	0	0	High	5
0	0	0	0	New (Not Categorised)	0
0	0	0	0	Unknown	1
0	0	0	0	To Be Updated	0
15	15	0	0	TOTAL	15



Ref	Topic (& Service)	Risk, opportunities and Impact	Mitigation Actions (What actions can we take to address the risks or realise the opportunity?)	Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?)	2021-22 Q1	2021-22 Q2	2021-22 Q3	2021-22 Q4	Does the risk affect the Well-being of our Communities?	Well-being Risk Level
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All doughnut charts below will need to be reconnected to the correct data columns if new columns are inserted on the data table, before copying the relevant chart for each quarterly update onto [Page 1](#) Tab

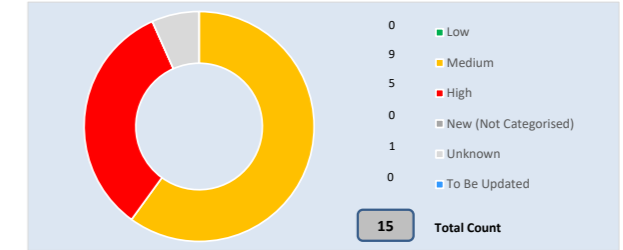
Q1 - 2021-22



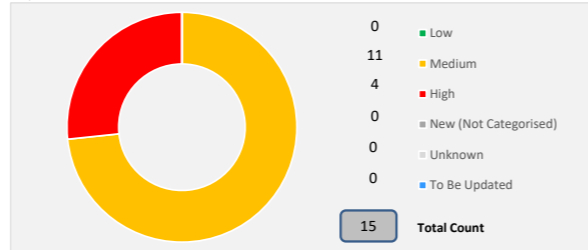
Q3 - 2021-22



FGA



Q2 - 2021-22



Q4 - 2021-22



# WBO - Well-being Objectives

RAG Level

- 0
- 1
- 2
- 3

RAG Status

- Black** Not yet started or too early to report any progress (achievements/changes)
- Red** Started but not progressing well
- Amber** Started with reasonable progress achieved
- Green** Going well with good progress

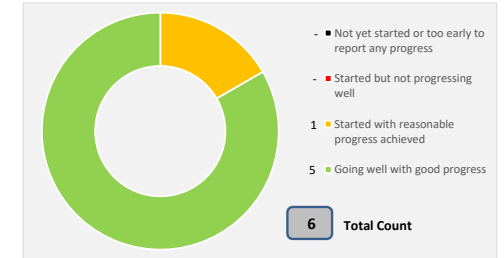


Qtr 2 2021/22

WBO	Detail				Status	RAG
WBO1	improve education opportunities for				On track, progressing well & impact being made	●
WBO2	Enabling employment				On track, progressing well & impact being made	●
WBO3	Address the availability,				On track, progressing well & impact being made	●
WBO4	Promote a modern,				On track, progressing well & impact being made	●
WBO5	Creating a county borough that				Partially successful, some progress made but we need to do more.	●
WBO6	Support citizens to remain				On track, progressing well & impact being made	●

Status	Total	
Not yet started or too early to report	-	Black
Started but not progressing well	-	Red
Started with reasonable progress	1	Amber
Going well /good progress/completed	5	Green
<b>Total</b>	<b>6</b>	

Current:



We have assessed our objective based on the Future Generation Commissioner's 'Journey Checker'. The Journey Checker is a way of assessing how well we are developing and delivering our objective within the sustainable development duty. At this time we believe we are owning our ambition in delivering this objective, which means we are stepping out of a 'business as usual' mind set and acting to change how things are currently done.

WBO 1	Being more adventurous	2
WBO 2	Owning our own ambition	3
WBO 3	Being more adventurous	2
WBO 4	Being more adventurous	2
WBO 5	Being more adventurous	2
WBO 6	Being more adventurous	2

Sateg 1	Making simple changes - doing the obvious
Sateg 2	Being more adventurous - getting resourceful
Sateg 3	Owning our ambition - stretching ourselves
Sateg 4	Using one voice - leading the way

Previously Reported:





# Sickness

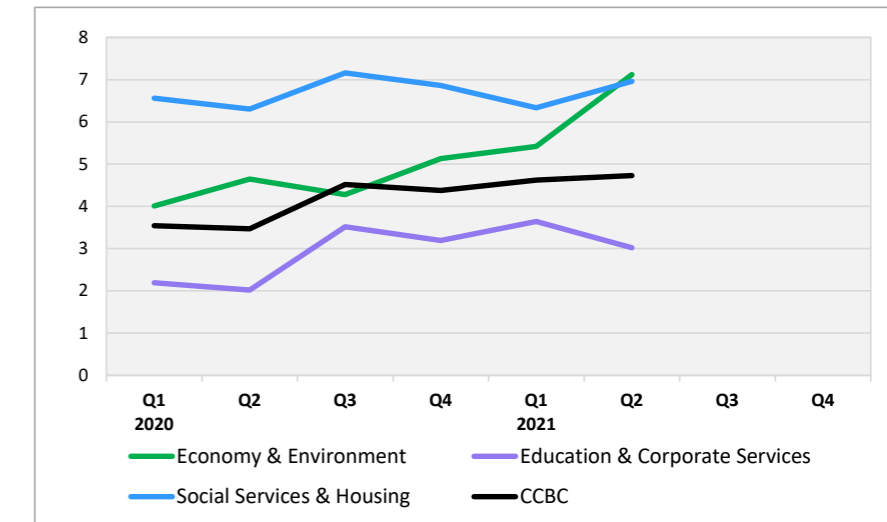


Qtr 2

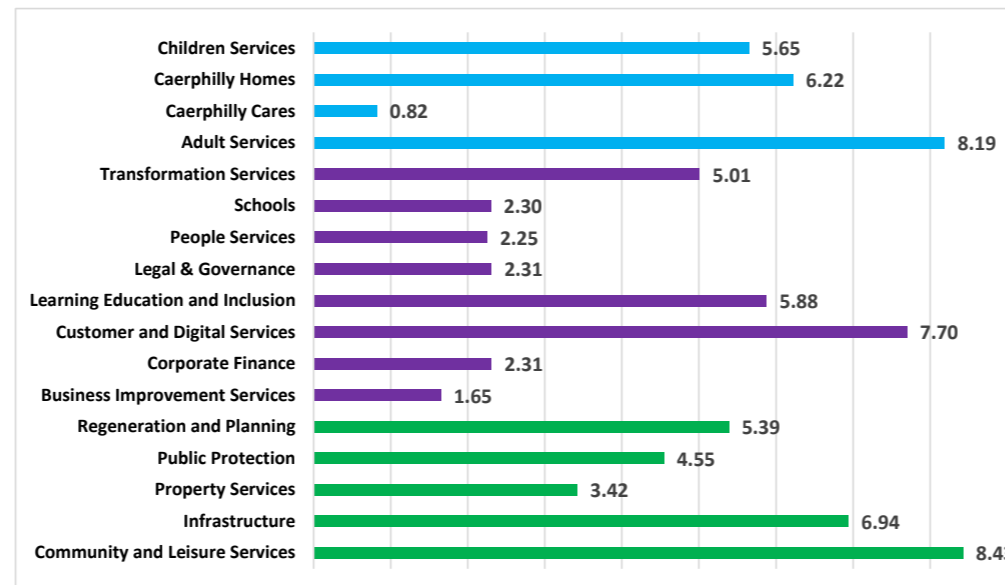
2021/22

Change chart range links according to period being reported

	Latest Period	Q1 2019	Q2	Q3	Q4	Q1 2020	Q2	Q3	Q4	Q1 2021	Q2	Q3	Q4
<b>Quarterly Sickness Absence (%) - Authority &amp; Directorates</b>	<b>Q2</b>												
Economy & Environment	7.12	6.77	6.48	5.87	5.30	4.01	4.65	4.28	5.13	5.42	7.12		
Education & Corporate Services	3.02	3.71	2.49	4.16	4.49	2.19	2.02	3.52	3.19	3.64	3.02		
Social Services & Housing	6.96	5.64	6.11	6.13	5.66	6.56	6.30	7.16	6.86	6.33	6.96		
<b>CCBC</b>	<b>4.73</b>	<b>4.64</b>	<b>3.96</b>	<b>4.90</b>	<b>4.90</b>	<b>3.54</b>	<b>3.47</b>	<b>4.52</b>	<b>4.38</b>	<b>4.62</b>	<b>4.73</b>		



<b>LATEST Quarterly Sickness Absence (%) - By Service Area</b>	<b>Q2</b>
<b>Service Area</b>	<b>Overall Abs %</b>
Community and Leisure Services	8.43
Infrastructure	6.94
Property Services	3.42
Public Protection	4.55
Regeneration and Planning	5.39
Business Improvement Services	1.65
Corporate Finance	2.31
Customer and Digital Services	7.70
Learning Education and Inclusion	5.88
Legal & Governance	2.31
People Services	2.25
Schools	2.30
Transformation Services	5.01
Adult Services	8.19
Caerphilly Cares	0.82
Caerphilly Homes	6.22
Children Services	5.65
<b>Authority Total</b>	<b>4.73</b>



Page 47

# HR Data



Category	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Voluntary Leavers	110	213		
Other Leavers	29	42		
<b>Total Leavers</b>	<b>139</b>	<b>255</b>		
External New Starters	132	295		
Number of Agency Staff	322	354		
<b>Headcount</b>	<b>8,255</b>	<b>8,310</b>		
Age 55 and over	2,076	2,044		
% of headcount	25.14	24.59		

**Voluntary Reasons:** Flexible retirement, retirement, settlement agreement, voluntary resignation & severance, Early retirement, Personal reasons, Transfer, VER release of Pension Benefits, Early retirement by mutual consent on grounds of business.

**Other Reasons:** Death in service, Dismissal, Dismissal on ill health grounds, End of fixed term contract, End of relief employment, Gross Misconduct, Sickness Absence Management, Frustrated Contract, Compulsory Redundancy, failed Probation.

Directorate	Voluntary Leavers	Involuntary Leavers	Total Leavers
Education and Corporate Services	140	26	166
Economy and Environment	48	7	55
Social Service and Housing	28	9	37
<b>CCBC Leavers</b>	<b>213</b>	<b>42</b>	<b>255</b>

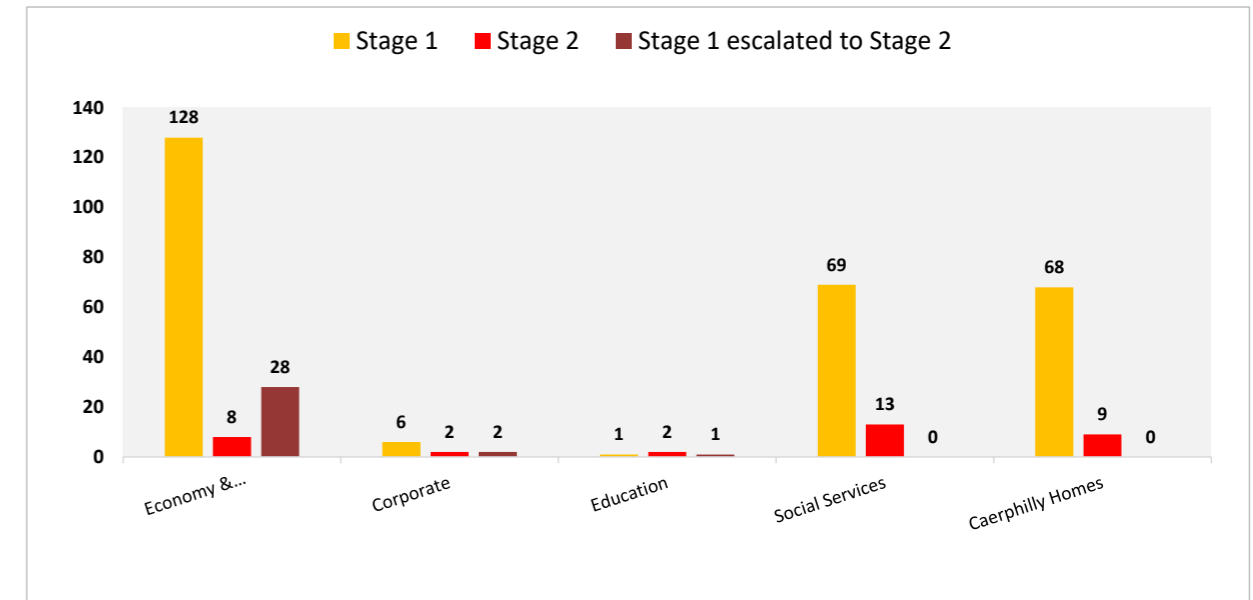
Directorate	New Entrants
Education and Corporate Services	186
Economy & Environment	53
Social Service and Housing	56
<b>CCBC New Starters</b>	<b>295</b>

Directorate	Number of 55s	Headcount	%
Education and Corporate Services	983	4742	20.72%
Economy and Environment	614	2025	30.32%
Social Services and Housing	563	1931	29.15%
<b>CCBC 55s</b>	<b>2044</b>	<b>8310</b>	<b>24.59%</b>

# Formal Registered Complaints



Complaints <i>Accumulative to reporting period</i>	Stage 1	Stage 2	Stage 1 escalated to Stage 2
Economy & Environment	128	8	28
Corporate	6	2	2
Education	1	2	1
Social Services	69	13	0
Caerphilly Homes	68	9	0



## DPA Extract - Social Services Complaints: Between April and September 2021

### Adult Services themes:

Restrictions to Day Centre services due to Covid restrictions  
 Not being able to secure a care package  
 Unhappy with the care package times/missed calls  
 Conduct and professionalism of worker  
 refusing to fund transport / equipment

### Children's Services themes:

Requesting change of Social Worker  
 Poor communication  
 Believes IRO to be biased  
 Life story booked not shared  
 Unclear advice regarding SGO process and payments  
 Inconsistencies and changes of Social Workers

## Equalities/Welsh Language Complaints: Between April and September 2021

### Welsh - There was 1 complaint relating to Welsh.

Multiple concerns raised:  
 - Electoral Services letter contained English web link in the Welsh text  
 - Complaints Officer couldn't conduct the call in Welsh and insisted that the complainant submitted the complaint in writing going against what is stipulated in the Complaints Policy  
 - In future they want to speak to someone in Welsh when they complain  
 - Complaints page on website only gives an email address as a contact – there is no Tel No. or Textphone number  
 - Colin the Chatbot does not work properly

The complainant received a response and all the points raised addressed. Complainant satisfied with the response

### Equalities - There was 1 complaint relating to Equalities

Complaint in Economy & Environment Directorate  
 The complaint was about discrimination against disabled people relating to access to land rights of way and public foot paths. The complainant was responded to and it was explained that the land in question is private land

## DPA Extract - Dir for Communities: Complaints: Between April and September 2021

### Ongoing key issues identified. Summary of key findings as at Sept 2021 are:

- Refuse/Bin Collections (Assisted collections / General Pick ups / Overflowing Bins / Spillages)
- Vegetation Overgrowth - Weed Controls
- Behaviour at CA sites & Accessibility
- Blocked Drains / flooding
- Parking
- Cleanliness of Area
- Street Lighting
- Due diligence of Planning
- Smells / spillages from Highway maintenance works
- Litter / Broken Glass and Dog fouling
- Delays in responses
- Cemetery respect / maintenance
- Footpath quality
- Planning approvals / controls / impacts
- Illicit tipping
- Early morning grass cutting
- Anti-social behaviours (neighbours)
- Park maintenance / cleanliness
- Delays in service delivery (e.g. Dropped kerbs - poor communications)

## DPA extract Education Complaints: Between April and September 2021

COVID-19 is again the common theme for the first quarter, dealing with the concerns of current reduced school hours/lunchbreak times and if this will remain when pupils return in September?

In the second quarter school-based complaints have reduced due to the summer half-term. The common theme remained COVID related.

There were two Stage 2 complaints received 19th April and 6th September 2021 and 19th April 2021 in relation to Scrutiny Meeting held 22nd March 2021 (Trinity Fields Objection Report). The complaint raised concerns about the number of questions asked by members, they felt were avoided or left unanswered but the key area was an officer's involvement at the end of the Trinity Field expansion discussion, the decision was not upheld

Another related to school admissions (school transfer), unfortunately, one child's application was received after the closing date, all places were allocated in the first round of admissions. The family appealed and the hearing took place during the summer holidays.

In relation to school catering – a Complaint was received from parent regarding school running out of meals at lunch time and that the child receives free school meals. kitchen had not run out of food, potential issue relating to food choices.



## DPA Extract - Caerphilly Homes Complaints: Between April and September 2021

There were 51 stage 1, 9 stage 2 and 9 stage 1 escalated to stage 2 in the first six months of 2021/22

- WHQS**, Disturbance to asbestos, delayed works, property accessed without permission, disagreement on agreed works, poor quality wall repairs
- Housing Management**, Encroachment of land, water pipe leak, flea treatment and new boundary fence, condition of neighbouring garden
- Adaptations**, Subcontractor calling on a Sunday without notice
- Allocations**, Complaint about housing band, data protection breach, home too small for family of 5, 10 months in temporary accommodation, length on waiting list, factually incorrect response from an MP
- Leaseholder**, Poor quality painting
- Private Sector**, Complaint concerning condition of property owned by Caerphilly homes
- Tenancy Support**, Service provided
- Rents**, Appeal regarding a balance on previous property, tenant overwelled by action against a them
- Building Maintenance**, Residents were unhappy with work associated with Thermal Earth Heating Installation
- Response Repairs**, Boiler repair, issue with a front door, bath installation

## DPA Extract - Corporate Services Complaints: Between April and September 2021

### Quarter 1 - 3 complaints

1. Home care charges - Stage 1 that escalated to Stage 2, upheld.
2. Having to pay Council Tax after being told that the account was clear - Stage 1, upheld.
3. Information Governance Complaint - Stage 2, not upheld.

### Quarter 2 - 7 complaints

1. Issuing of completion notices by Council Tax - Stage 1, not upheld.
2. Housing Benefits payments - Stage 1, not upheld.
3. Business Rates - Stage 1 that escalated to Stage 2, not upheld.
4. Letter from Electoral Services not bilingual - Stage 1, upheld.
5. Council Tax refund on deceased relatives property - Stage 1, upheld
6. Council Tax account - Stage1, not upheld.
7. Complaint to Customer Services about bulky waste collection - Stage 1 that escalated to Stage 2, not upheld.

## Complaints Reporting Considerations following LL 06/10/21 email Basis for Audit Committee & Cabinet Reports (2022)

Draft Reporting Template (Nov 2021) to include,

1. Directorate and Services identified in-scope for reporting
2. Number of complaints by stage type, service, and targets met
3. Key complaints - identified by type or theme
4. Number by Category (Commissioner Case Type)
5. Number by Outcome and lessons learned comments
6. Identified relationships to Equalities or Welsh Language
7. Annex – Referrals to Ombudsman, complaints resulting from appeals and examples of relevant items (points to note) specific to this reporting period

# Compliments

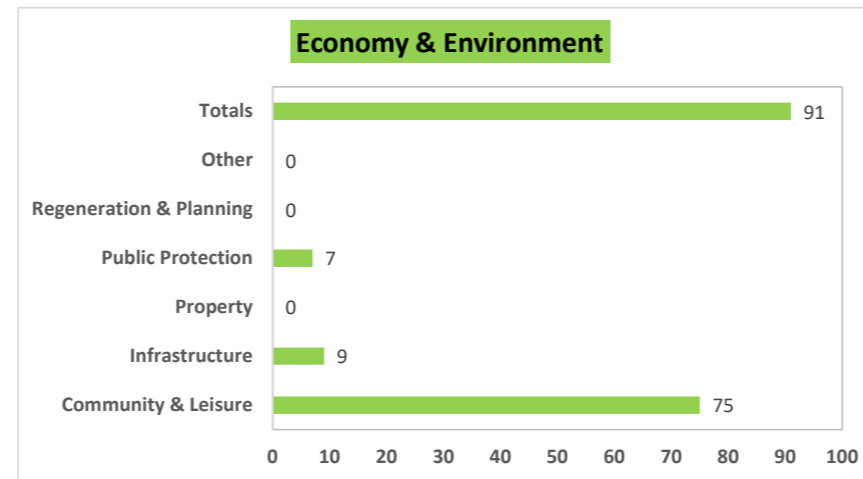
Record 'accumulative data' within the Fiscal Year



Qtr 2

2021/22

Economy & Environment		Qtr 2 21/22
Compliments By Service Area	Count	%
Community & Leisure	75	82.42%
Infrastructure	9	9.89%
Property	0	0.00%
Public Protection	7	7.69%
Regeneration & Planning	0	0.00%
Other	0	0.00%
<b>Totals</b>	<b>91</b>	<b>100.00%</b>

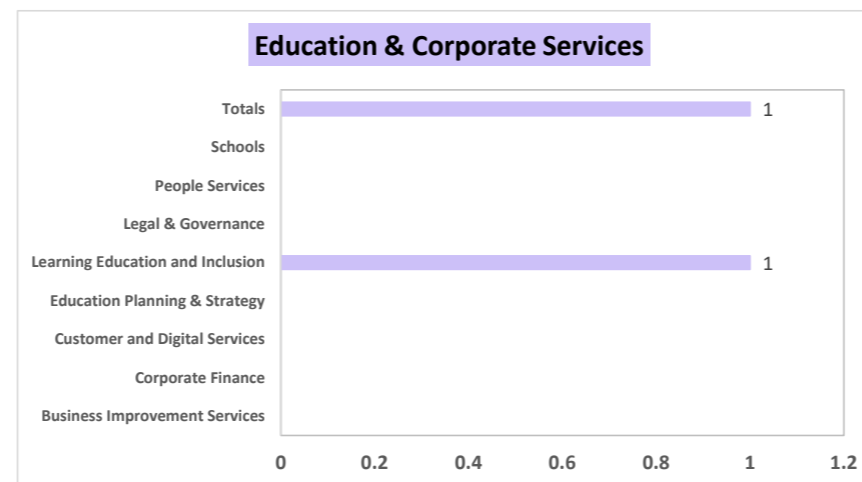


## Current Information

### Compliments Received By Type/Count

- Service Delivery = 31
- Service Response = 11
- Quality of Work = 10
- Staff - Operatives = 32
- Communications = 7
- Totals 91

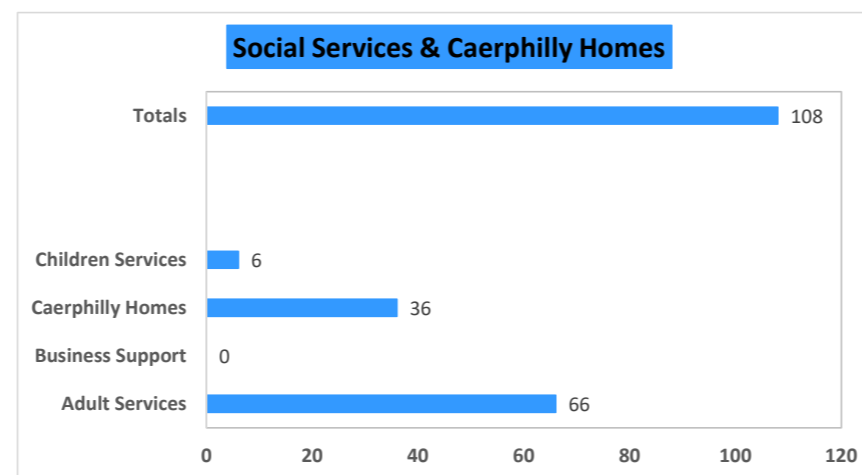
Education & Corporate Services		Qtr 2 21/22
Compliments By Service Area	Count	%
Business Improvement Services		0.00%
Corporate Finance		0.00%
Customer and Digital Services		0.00%
Education Planning & Strategy		0.00%
Learning Education and Inclusion	1	100.00%
Legal & Governance		0.00%
People Services		0.00%
Schools		0.00%
<b>Totals</b>	<b>1</b>	<b>100.00%</b>



## Previous Information

There were no compliments received for this period

Social Services & Caerphilly Homes		Qtr 2 21/22
Compliments By Service Area	Count	%
Adult Services	66	61.11%
Business Support	0	0.00%
Caerphilly Homes	36	33.33%
Children Services	6	5.56%
		0.00%
		0.00%
<b>Totals</b>	<b>108</b>	<b>100.00%</b>



## Previous Information

### Social Services

Qtr 2 Positive Feedback & Compliments

# Compliments

Record 'accumulative data' within the Fiscal Year

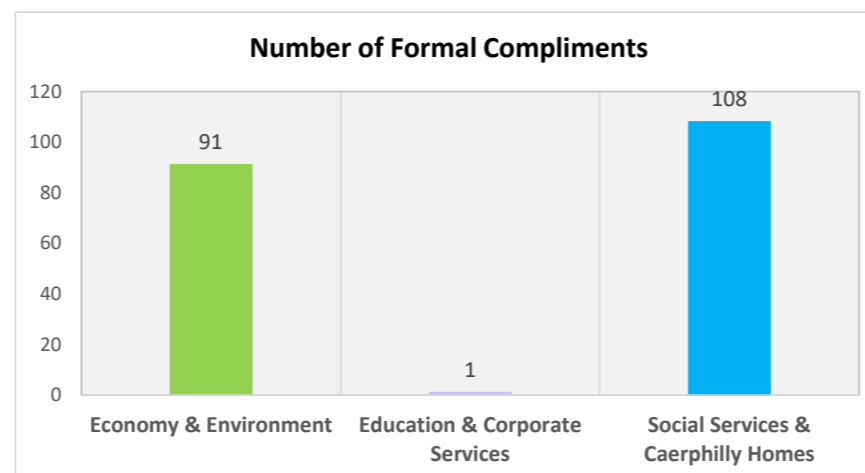


Qtr 2 2021/22

These results are look ups from each Directorate 'accumulative data' tables above



Number of Formal Compliments	Count
Economy & Environment	91
Education & Corporate Services	1
Social Services & Caerphilly Homes	108



A sample of compliments received by the various services within the Directorate for Economy & Environment:

**Service Name:**

- 
- 
- 

A sample of compliments received by

**Education and Corporate Services:**

- Help and support provided by the Not in Education Employment or Training team (NEETS) enabled an individual to gain an apprenticeship.

A sample of compliments received by

**Social Services:**

- 
- 
-

# Compliments

Record 'accumulative data' within the Fiscal Year



Qtr 2

2021/22

A sample of compliments received by

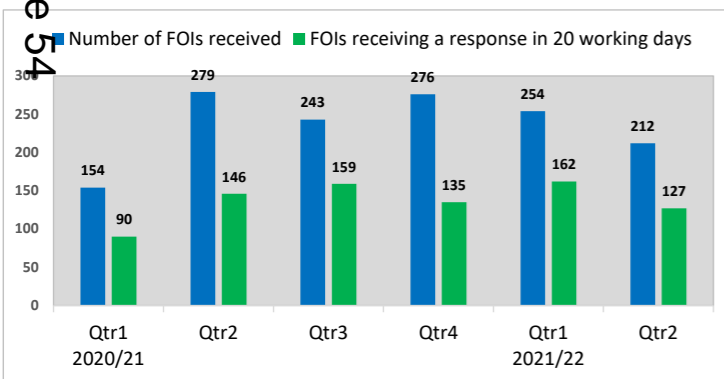
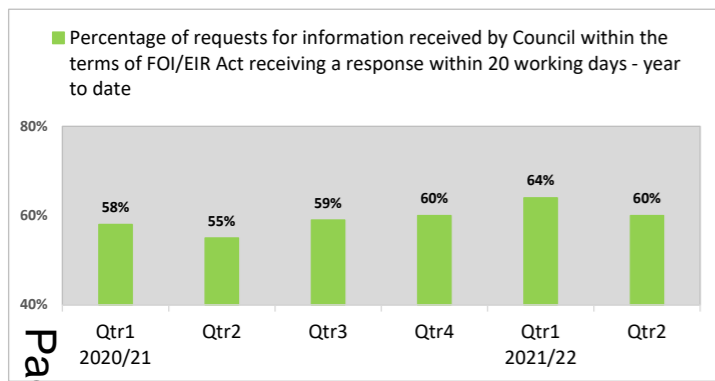
**Caerphilly Homes:**

- A thank you email received thanking the carpenters for fitting a window to an excellent standard
- Thank you letter showing appreciation for all involved in fitting tenants kitchen and bathroom. Workmen worked extremely hard to a tight deadline and were very friendly. Tenant mentioned individual who painted the kitchen, individual who done the tiling going above and beyond, individual who sorted the leak out and everyone else who made the tenant feel valued.
- Thank you email to thank the Area Housing Manager for her visit and professional and helpful approach.
- Thank you email thanking a Technical Assistant for his time and patience when dealing with a very upset resident stating he was 'helpful, kind and very compassionate'. The resident wanted to pass on her gratitude and let the member of staff know 'exactly how he has impacted me this week by simply giving me some hope to hold on to'
- Thank you email from local Councillor for quick response to tenant who had a collapsed kitchen ceiling. The quick response meant a lot to the family.
- Estate Management Officer received a gift after a successful move to a new property
- Homelessness Prevention Officer received praise for providing applicants with outstanding advice and support



Compliance Rates	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1 2020/21	Qtr2	Qtr3	Qtr4	Qtr1 2021/22	Qtr2	Qtr3	Qtr4
Percentage of requests for information received by Council within the terms of FOI/EIR Act receiving a response within 20 working days - year to date	86%	85%	83%	81%	58%	55%	59%	60%	64%	60%		
Numbers	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1 2020/21	Qtr2	Qtr3	Qtr4	Qtr1 2021/22	Qtr2	Qtr3	Qtr4
Number of FOIs received	307	340	274	297	154	279	243	276	254	212		
FOIs receiving a response in 20 working days	258	277	221	226	90	146	159	135	162	127		

Q1: 259 requests received, 4 on hold awaiting clarification and 1 withdrawn.  
 Q2: 215 requests received, 3 on hold awaiting clarification.



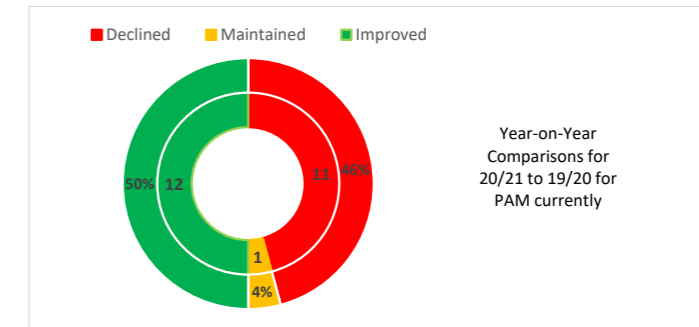


# Public Accountability Measures (PAM's)



Public Accountability Measures		2017/18	2018/19	2019/20	2020/21	Performance
PAM001	The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence	12.3	11.3	12	12	Maintained
PAM007	Percentage of pupil attendance in primary schools	94.7	94.5	94.7	94.8	Improved
PAM008	Percentage of pupil attendance in secondary schools	93.30	93.40	94.00	93.5	Declined
PAM010	The percentage of highways inspected of a high or acceptable standard of cleanliness	96.4	96.5	96.2	*	
PAM012	Percentage of households threatened with homelessness successfully prevented from becoming homeless	75.7	75.5	73.1	62.99	Declined
PAM013	The percentage of empty private properties brought back into use	4.7	2.3	2.1	0.3	Declined
PAM015	The average number of calendar days taken to deliver a Disabled Facilities Grant	292	253	199	325	Declined
PAM017	The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population	7,191.5	7,292.8	5,976.0	394.0	Declined
PAM018	Percentage of all planning applications determined within required time periods.	88.5	86.4	86.4	95.4	Improved
PAM019	Percentage of appeals against application decisions dismissed	77.8	75.0	75.0	75.9	Improved
PAM020	The percentage of principal (A) roads, that are in overall poor condition	4.60	3.90	4.10	3.00	Improved
PAM021	The percentage of principal (B) roads, that are in overall poor condition	3.6	3.4	3.1	2.4	Improved
PAM022	The percentage of principal (C) roads, that are in overall poor condition	7.30	6.60	5.70	4.90	Improved
PAM023	The percentage of food establishments which are 'broadly compliant' with food hygiene standards	94.8	95.7	95.8	95.85	Improved
PAM025	Rate of people kept in hospital while waiting for social care per 1,000 population 75+	3.65	6.23	4.21	*	
PAM028	Percentage of child assessments completed in time	93.49	90.49	91.12	98	Improved
PAM029	Percentage of children in care who had to move 3 or more times	10.91	9.4	8.72	6.8	Improved
PAM030	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way	66.7	63.0	62.5	61.9	Declined
PAM032	Average Capped 9 score for pupils in Year 11	New	337.6	**	*	
PAM035	Average number of working days taken to clear fly-tipping incidents reported to the authority during the year	New	2.5	2.6	1.7	Improved
PAM036	The number of additional affordable housing units delivered per 10,000 households	6	11	16	**	
PAM037	Average number of calendar days taken to complete all repairs	New	9	11.21	17.02	Declined
PAM038	Percentage of homes that meet the WHQS	New	57.1	83.4	99.02	Improved
PAM039	Percentage of rent debit lost due properties being empty	New	1.8	1.82	2.82	Declined
PAM040	Percentage of quality indicators (with targets) achieved by the library service	New	/	/	**	
PAM041	Percentage of National Exercise Referral Scheme (NERS) clients who continued to participate in the exercise programme at 16 weeks	New	51.0	52.0	**	
PAM042	Percentage of National Exercise Referral Scheme (NERS) clients who reported an increase in leisure minutes at 16 weeks	New	73.0	76.0	**	
PAM043	Kilogram of residual waste generated during the year per person	New	162.0	156.1	274.1	Declined
PAM044	Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees	New	New	5.36	2.65	Declined
PAM045	The number of additional dwellings created as a result of bringing empty properties back into use	New	New	18	0	Declined
PAM046	Percentage of Year 11 leavers known to be in education, training or employment (NEET)	2.60	2.20	2.40	1.70	Improved

\* No Data Available  
 \*\* Currently Unavailable  
 No highway survey in 2020/21 due to the Covid-19  
 WG has suspended the collection of this data set.  
 No exams have taken place



Of those 24 PAMs available to date 02/06/2021	Declined	Maintained	Improved	N/A	Total
Public Accountability Measures Tally	11	1	12		24

45.8% 4.2% 50.0% 31 Total No PI's Listed for 20/21

24 Total No PI's that are currently available & comparable

# Public Accountability Measures (PAM's)

Data Unit Wales and the WLGA will be collecting all PAM data for 2019/20 and 2020/21 this year. A date for collection is yet to be arranged



**Qtr 2**      **2021/22**

Public Accountability Measures Collected Annually	2017/18	2018/19	2019/20	2020/21
PAM012: Percentage of households threatened with homelessness successfully prevented from becoming homeless	75.7	75.5	73.1	62.99
PAM045 The number of additional dwellings created as a result of bringing empty properties back into use	(New for 2019/20)		18	0
PAM/036 The number of additional affordable housing units delivered per 10,000 households	6	11	16	0
PAM032: Average Capped 9 score for pupils in Year 11	New	337.6	N/A	N/A
PAM007: Percentage of pupil attendance in primary schools	94.7	94.5	94.7	94.8
PAM008: Percentage of pupil attendance in secondary schools	93.30	93.40	94.00	93.50
PAM046: Percentage of Year 11 leavers known to be in education, training or employment (NEET)	2.60	2.20	2.40	1.70
PAM010: The percentage of highways inspected of a high or acceptable standard of cleanliness	96.4	96.5	96.2	**
PAM035: Average number of working days taken to clear fly-tipping incidents reported to the authority during the year	New	2.5	2.6	1.7
PAM030: The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way	66.7	63.0	62.5	61.9
PAM043: Kilogram of residual waste generated during the year per person	New	162.0	156.1	274.1
PAM020: The percentage of principal (A) roads, that are in overall poor condition	4.60	3.90	4.10	3.00
PAM021: The percentage of principal (B) roads, that are in overall poor condition	3.60	3.40	3.10	2.40
PAM022: The percentage of principal (C) roads, that are in overall poor condition	7.30	6.60	5.70	4.90
PAM017: The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in	7,191.5	7,292.8	5,973.0	394
PAM041: Percentage of National Exercise Referral Scheme (NERS) clients who continued to participate in the exercise programme		51.0	52.0	**
PAM042: Percentage of National Exercise Referral Scheme (NERS) clients who reported an increase in leisure minutes at 16 weeks		73.0	76.0	**
PAM040: Percentage of quality indicators (with targets) achieved by the library service	New	/	/	**
PAM033: The percentage of food establishments which are 'broadly compliant' with food hygiene standards	94.8	95.7	95.8	95.85
PAM040: Percentage of all planning applications determined within required time periods.	88.5	86.4	86.4	95.36
PAM040: Percentage of appeals against application decisions dismissed	77.8	75.0	75.0	75.86
PAM001: The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence	12.3	11.3	12	**
PAM044: Number of apprentices on formal recognised apprenticeship schemes per 1,000 employees	New	New	5.36	2.65
PAM028: Percentage of child assessments completed in time	93.5	90.5	91.1	98
PAM029: Percentage of children in care who had to move 3 or more times	10.91	9.4	8.7	6.8
PAM025: Rate of people kept in hospital while waiting for social care per 1,000 population 75+	3.65	6.2	4.2	N/A

No exams have taken place

WG has temporarily suspended the collection of this data set.

Public Accountability Measures Collected Quarterly	2019/20			2020/21				2021/22			
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
PAM013: The percentage of private sector dwellings that had been vacant for more than 6 months during the year through direct	1.1	1.66	2.2	0	0	0	0	0.22	0.29		
PAM015: The average number of calendar days taken to deliver a Disabled Facilities Grant	187	220	206	153	296	348	380	377	395		
PAM037: Average number of calendar days taken to complete all repairs	10	12.06	13.78	6.21	24.53	19.54	12.37	18.11	23.02		
PAM038: Percentage of homes that meet the WHQS (Internal)	91.78	94.64	96.97	97.06	97.59	98.54	98.77		99.95		
PAM038: Percentage of homes that meet the WHQS (External)	83.92	87.94	94.33	95.55	97.61	98.92	99.36		99.76		
PAM039: Percentage of rent debit lost due properties being empty	1.82	1.77	1.82	2.56	2.8	2.82	2.82	2.54	2.58		
PAM028: Percentage of child assessments completed in time			85	78	83	97	95	96	96.2		
PAM029: Percentage of children in care who had to move 3 or more times			3.8	0	1.5	0	0.88	1.52	2.14		
PAM025: Rate of people kept in hospital while waiting for social care per 1,000 population 75+	1.78	2.74	4.21	(See WG comment below)				(See WG comment below)			

**Welsh Government Commentary regarding DTOC** - Following the announcement on Friday 13th of March regarding the cancellation of certain medical procedures and the relaxation of performance targets, several national data collections have been temporarily ceased and we will also temporarily stop reporting performance statistics. These changes will be in place until at least the October reporting period. Therefore monthly StatsWales data will not be updated until data collection resumes.



### Caerphilly Homes

- Good progress is being made on the WHQS programme despite the difficulties associated with the shortages of material and contractors, and a key contractor going into liquidation.
- Homelessness continues to be a dominant issue with the ongoing pandemic, with an impact on presentation numbers. A specialist common housing register role has been created to work within the homelessness team, who will review and complete emergency accommodation applications for those in emergency temporary accommodation.
- Caerphilly Homes is currently working with the charity Crisis to undertake a pilot to review current service delivery and the “falling out rate “of Homelessness for the service. This project is due to conclude in December 2021 so the Housing Solutions Team will then look to make any service delivery changes in 2022 because of the findings and recommendations from this project
- 20 properties have been fitted with ground source heat pumps and significant savings are already being seen.
- 8 section 106 properties have been purchased for social rent this year to date, and additional S106 purchases are in progress for both social rent and low-cost ownership.
- Good progress is being made on the Trecenydd & Trethomas sites. Consultants are currently identifying several sites which could be brought forward in the next 5yrs. These could also include sites for development in response to unmet need for emergency accommodation and for people with complex needs.
- We have been able to reopen communal lounges in our sheltered housing schemes to improve our resident’s ability to socialise.
- Substantial additional income of £1,429,974 has been sourced for tenants up to and including Q2 of 2021/22, having a significant impact on tenancy sustainability.
- Performance has been impacted because of backlogs associated with the pandemic, contractor and material shortages, and difficulties in the retention and recruitment of staff.
- Financially we continue to be in a good position and have been successful in accessing various external grant funded opportunities.

### Social Services

Adults Services - The number of people receiving services remains fairly consistent, however it should be noted because of the national crisis in domiciliary care there are currently 74 people awaiting provision of a care package. Continued Covid restrictions and changes to guidance have inevitably impacted on working practice. However, it is reassuring to note that the numbers of referrals received and the number of those referrals progressing to assessment have remained relatively stable.

### Education

### Education Data

Academic Yr. 2019/20 In response to the Coronavirus (Covid-19) pandemic, the Welsh Government cancelled all statutory data collections that would have been due to take place in Summer 2021. Therefore no end of key stage data was submitted and no data available for FP through to KS3. Due to the cancellation of summer 2021 GCSE, AS and A level examinations, the Welsh Government will not be reporting on KS4 and KS5 school performance measures for 2019/20. The development of a revised Education Strategy aims to utilise an accurate evidence base to fully understand current standards across Caerphilly schools. This strategy will identify the challenges and barriers to learning as a result of the covid-19 pandemic and offer pathways to reengagement, recovery and reform.

**Absence** across all education settings were approximately 6.5%, which significantly reduced to 3% after the half term break. The Education Welfare Service is predominantly focusing on support for pupils with long term absenteeism. This includes a very small number of pupils who have yet to return to school since the start of the academic year. This group of pupils may require more specialist support to help reengagement with learning, education welfare officers are working closely alongside inclusion services. Despite significant levels of staff absence there have very few class closures. The new Inclusion Strategy is already having a positive impact on exclusions

**Education finance** are prioritising support for schools and parents in the distribution of the Pupil development access fund.

## Area's of Interest (AOI's)



Qtr 2

2021/22

**The 21st century schools** Band A programme, which has investment £56.5 million in enhancing existing and developing new facilities at Ysgol Cymraeg Cwm Rhymney, Y Gwyndy, Newbridge, Blackwood comprehensive, Idris Davies, Islwyn High and Trinity Fields is nearing completion

5 Welsh medium schools have benefitted from the Welsh Medium Grant. Ysgol y Castell, Ysgol Ifor Bach, Ysgol Penalta, Ysgol Cwm Darren and Ysgol Bro Alta of £6.8m. The £755k investment at Caerphilly CBC Athletics Hub at Rhiw Syr Daffydd primary is now completed and open to recreational and educational use.

**Employment Projects** Despite the pandemic, the employment projects outcomes are better than expected and projects have managed to remain within the 15% tolerance and as long as we can continue within the tolerance there should not be any risks of clawback. We have managed to deliver skeleton support via email and telephone, we have also delivered a range of online qualifications despite the IT issues that the participants experience. Employment support is now pre-bookable in all of our libraries.

**Youth Service** The challenges of Covid have meant that the service has seen a 64% decrease in the number of registered young people. Priority was given to supporting the most vulnerable young people and families who received daily or weekly support, thus allocating caseloads of vulnerable pupils to youth workers. Despite a drop in the registered young people, this more intensive support resulted in an increase in the number of contacts, increasing to an average of 25 contacts per registered person, compared with between 9 and 12 for the previous 7 years.

**Libraries** reopened in April 2021, commencing with browsing appointments in May and June. The number of users to the service is increasing month on month. A financial commitment to purchase high customer reservation eDigital content remains in place, users of the service increase month on month.

### **Economy & Environment:**

**Currently, there are some significant challenges that lie ahead, namely:**

- The organisation's ability to deal with the recruitment and retention difficulties
- Adequately resourcing the decarbonisation agenda given the significant challenge of Welsh Government Decarbonisation targets and relatively short timescales involved.
- Finances - there are some significant organisational pressures linked to staffing issues and the future financial settlement remains uncertain.
- There is work to be done on expectation management in light of recruitment / retention difficulties and possible financial savings requirements.
- The role of Corporate Joint Committees and their relationship with Local Government Services moving forward.
- Delivery of the ambitious place shaping plan in light of the pressures outlined above.
- There are a number of big decisions that will need to be made in 2022 if the authority is to have any chance of meeting the 2024/25, 70% recycling target set by WG
- Administering the CRF grant programme and preparing bids in accordance with the Levelling up fund and associated criteria.
- Loss of EU funding for employment support and potential significant redundancy liability that this represents.

### **Corporate Services**

**WHQS Funding** - if there is withdrawal of funding there are potentially 15 people at risk in Digital Services. There are currently a number of staff across the Customer & Digital Services area (and others across Corporate Services) funded by WHQS. Unable to recruit into posts because they are not sure when funding will come to an end. This is causing big problems. Currently have a supplier relationship officer role vacant because cannot get approval to advertise. Unable to run service on short term funding.

**Freedom of Information** - Percentage of requests for information received by Council within the terms of FOI/EIR Act receiving a response within 20 working days remained below 60% for the majority of last year. The target is 80%. This year performance has started to improve slightly with 64% in Q1 and 62% in Q2.

The percentage of requests for consideration of **Data Subject rights answered within 30 calendar days** as significantly improved since Q1 last year when only 36% were responded to with the timescales, raising to 75% in Q1 and 71% in Q2 this year

## Area's of Interest (AOI's)



Qtr 2

2021/22

**The number of data breaches remains high with 35 breached reported in the last 6 months** - a total of 34 data breaches in the first 6 month of the year. Common themes: wrong e-mail address selected from autocomplete drop down menu, e-mail addresses not entered into bcc field when sending email to multiple recipients, information sent to wrong person.

Q1 - Communities: 5, Education & Corporate Services: 8, Social Services & Housing: 2. Total = 15

Q2 - Communities: 6, Education & Corporate Services: 10, Social Services & Housing: 3. Total = 19

**Data breaches reported to ICO within 72 hours where legally required** - there was 1 in Q1 and 1 in Q2. The ICO took no further action against the breach in Q1 and we are still awaiting a response from ICO on the data breach from Q2.

# Key Performance Indicators (KPI's)

See text box comments - Page 2 data tab.



# Look Up - RAG Key

Priorities - RAG	Status
Black	Not yet started or too early to report any progress (achievements/changes)
Red	Started but not progressing well
Amber	Started with reasonable progress achieved
Green	Going well with good progress

Risk Categories
Low
Medium
High
New (Not Categorised)
Unknown
To Be Updated

## Equalities & Welsh Language

Characteristic Strand	<<<<<<	No Linked to Directors Priorities
Age		0
Disability		0
Gender Reassignment		0
Marriage and Civil Partnership		0
Pregnancy and Maternity		0
Race		0
Religion/Belief or Non-belief		0
Sex		0
Sexual Orientation		0
Welsh Language		0
More than one Strand		0
		<b>0</b>

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## **CABINET – 9<sup>TH</sup> MARCH 2022**

**SUBJECT: STRATEGIC EQUALITY PLAN ANNUAL REPORT 2020-2021**

**REPORT BY: CORPORATE DIRECTOR – EDUCATION AND CORPORATE SERVICES**

### **1. PURPOSE OF REPORT**

- 1.1 To inform Cabinet of the progress made during the financial year 2020-2021 against actions in the Council's current Strategic Equality Plan 2020-2024, and for Cabinet to approve for publication on the Council's website.

### **2. SUMMARY**

- 2.1 The Council has a statutory duty to produce an annual report on equalities issues under current legislation. The requirements are very detailed as to what relevant information must be included in the annual report (attached in full as an appendix).
- 2.2 The amount of information presented is therefore in order to ensure that the regulatory body involved (the Equality and Human Rights Commission) are provided with full evidence of the Council's compliance and commitment to those statutory duties.
- 2.3 The Strategic Equality Plan Annual Report must be published by the 31 March the following year.

### **3. RECOMMENDATIONS**

- 3.1 For Cabinet to approve the annual monitoring and improvement report for publication on the Council's website by the 31 March deadline.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 The council is required under the Equality Act 2010 (Statutory Duties)(Wales) Regulations 2011 to produce an annual report on the steps it has taken to meet the Public Sector Equality Duty, and its own equality objectives as set out in the Strategic Equality Plan 2020-2024.

### **5. THE REPORT**

- 5.1 Under the Public Sector Equality Duty in Wales, an annual report on the Strategic Equality Plan must be published within 12 months after the end of the financial year that is covered by that report.
- 5.2 Appended to this report in Appendix A is the Strategic Equality Plan Annual Report 2020-2021.
- 5.3 The report gives an overview of consultation and engagement exercises we undertook during 2020-2021, which was a challenging year due to the pandemic, and required us to find other methods of communicating messages and engaging with people. Key consultations include:
- The Caerphilly Conversation
  - 21<sup>st</sup> Century Schools Programme
  - Active Travel (Stage 1) Consultation
  - Agile Working (staff survey)
- 5.4 The report highlights the Council's response to the Covid-19 pandemic and how we helped our vulnerable residents via the Buddy Scheme and delivery of key services such as Social Services, Housing, Childcare Hubs, Free School Meals Deliveries, Early Years provision, Distance Learning, the Youth Service and efforts made to protect the local economy.
- 5.5 We developed, approved and published our new Strategic Equality Plan 2020-2024, and a new Integrated Impact Assessment toolkit in light of the new requirement to consider the Socio-economic Duty in strategic decisions, which came into effect from 1 April 2021.
- 5.6 We also celebrated and marked some significant annual calendar dates, such as:
- Mental Health Awareness Week
  - Armed Forces Day
  - Pride Cymru
  - Diwrnod Shwmae
  - Black History Month
  - White Ribbon Day
  - Holocaust Memorial Day
  - International Women's Day
  - Zero Tolerance to Racism
- 5.7 **Conclusion**  
The report demonstrates the Council's progress during the financial year 2020-2021 against the actions in the Council's Strategic Equality Plan 2020-2024.

## 6. **ASSUMPTIONS**

- 6.1 No assumptions have been made in preparing this report.

## 7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 A full Equalities Impact Assessment and consultation was undertaken on the Strategic Equality Plan 2020-2024 when being developed, therefore no full

assessment has been made on this annual report. The report itself is an assessment of work and progress made by the Council under the Strategic Equality Plan 2020-2024 and progress against the actions.

### **Strategic Equality Plan 2020-2024 - Equality Impact Assessment**

#### **8. FINANCIAL IMPLICATIONS**

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

#### **9. PERSONNEL IMPLICATIONS**

- 9.1 Equalities data is included in the Workforce Development Strategy 2021–2024. In accordance with the action plan contained within the Strategy, work is ongoing to refine and enhance our equalities data with a view to reporting and publishing data to align with March 2022. Following the temporary additional funding for Workforce Development staff, the collation of training data is also a focus in line with the action plan.

#### **10. CONSULTATIONS**

- 10.1 The report is based on data gathered across service areas on implementing the Strategic Equality Plan 2020-2024 and meeting the equality objectives during 2020-2021.
- 10.2 This report has been sent to the Consultees listed below and all comments received are reflected in this report.
- 10.3 The Strategic Equality Plan Annual Report 2020-2021 came before the Policy and Resources Scrutiny Committee on 22 February 2022. One Member asked about the Gender Pay Gap which had been attributed to societal issues in the report and asked about opportunities for part-time working. The Head of People Services advised that because of caring responsibilities many employees took advantage of the Council's flexible working policy and chose to work on a part-time basis. Members heard how a robust pay grade structure ensured that males and females received the same pay grade for carrying out the same job titles and that a Gender Pay Gap statement would be published at the end of March with any issues raised being considered at a corporate level. The Committee Chair and the Member requested further clarification on part-time opportunities for senior roles within the Council. The Head of People Services advised Members that all posts are offered on variable contracts but that service needs had to be considered. It was highlighted that the opportunity to compress or reduce hours was available for some senior positions within the Council and that flexible working policies allowed all staff to request different working patterns.

In the report's recommendations the Policy and Resources Scrutiny Committee were asked to provide any comments on the Strategic Equality Plan Annual Report 2020-2021 prior to Cabinet approval and publication on the Council's website.

## 11. STATUTORY POWER

- 11.1 Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011  
Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017  
Welsh Language (Wales) Measure 2011  
Well-being of Future Generations Act (Wales) 2015  
Human Rights Act 1998  
Local Government (Wales) Measure 2011

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Consultees: Christina Harry – Chief Executive,  
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Cllr James Pritchard – Deputy Leader and Equalities Champion  
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Cllr Gez Kirby – Chair of Policy and Resources Scrutiny Committee  
Cllr Brenda Miles – Deputy Chair of Policy and Resources Scrutiny Committee  
Sue Richards – Head of Education Planning and Strategy  
Robert Tranter – Head of Legal Services and Monitoring Officer  
Lynne Donovan – Head of People Services  
Kathryn Peters – Service Improvement and Partnerships Manager  
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Liz Goodwin – ESF Coordinator  
Nick Rutter – Digital Communications Officer  
Paul Jones – Area Adult Education Manager  
Rhian Kyte – Head of Planning and Regeneration  
Ros Roberts – Business Improvement Manager  
Sarah-Jayne Irish – Development and Monitoring Manager  
Sarah Mutch – Early Years and Partnerships Manager

### Background Papers:

- Strategic Equality Plan 2020-2024
- Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011
- Report to Cabinet on the 9 June 2021 – Welsh Language Standards Annual report 2020-2021
- Various Guidance Documents (*These are available electronically for information on the Intranet Portal and on the Council’s website at [www.caerphilly.gov.uk/equalities](http://www.caerphilly.gov.uk/equalities)*)

**Appendices:**

**Appendix 1** Integrated Impact Assessment  
Strategic Equality Plan Annual Report 2020-2021

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# **Caerphilly County Borough Council**

## **Strategic Equality Plan Annual Report**

### **2020-2021**

**Published 30.03.2021**

**This report is available in Welsh and in other languages or formats on request**

## Contents

<b>Introduction</b> .....	<b>3</b>
<b>About Us</b> .....	<b>4</b>
<b>Context and Legislation</b> .....	<b>5</b>
<b>How we meet the duty</b> .....	<b>6</b>
<b>Collection of Council Performance, Data and Information</b> .....	<b>7</b>
<b>Inclusive Engagement and Participation</b> .....	<b>9</b>
<b>Covid-19 Response and Helping our Vulnerable Residents</b> .....	<b>12</b>
<b>Preparing for the Socio-economic Duty</b> .....	<b>18</b>
<b>Equalities Promotional Work</b> .....	<b>19</b>
<b>Case Studies</b> .....	<b>21</b>
• Free School Meals Service	
• Covid-19 Buddy Scheme	
• Staff Volunteering Scheme	
<b>Employment Monitoring Data</b> .....	<b>25</b>
<b>Strategic Equality Plan 2020-2024</b> .....	<b>28</b>
<b>Progress against the Objectives and Actions</b>	
• <b>Equality Objective 1</b> – Service Planning and Delivery – Understand and remove the barriers people face when accessing services.....	<b>29</b>
• <b>Equality Objective 2</b> – Education, Skills and Employment – Improve Education Opportunities for All.....	<b>35</b>
• <b>Equality Objective 3</b> – Community Cohesion – Promote and facilitate inclusive and cohesive communities .....	<b>41</b>
• <b>Equality Objective 4</b> – Inclusive Engagement and Participation – Engage with citizens to encourage participation, to have their voices heard when planning service delivery .....	<b>46</b>
• <b>Equality Objective 5</b> – Welsh Language – To ensure the Welsh speaking public can access services that comply with the statutory requirements .....	<b>50</b>
• <b>Equality Objective 6</b> – Inclusive, Diverse and Equal Workforce – Create a workforce which reflects and respects the diversity of the communities within the county borough .....	<b>54</b>
• <b>Equality Objective 7</b> – Reducing the Gender Pay Gap.....	<b>59</b>
<b>Annexes</b> .....	<b>61</b>



## **Introduction**

Caerphilly County Borough Council believes that nobody should be discriminated against or placed at a disadvantage because of their identity or background. We want a county borough where everyone is treated equally and fairly in all aspects of everyday life.

Whilst we strive for all residents and visitors to the county borough to be treated equally, we also recognise that people have different needs. This plan takes these differing needs into account and aims to ensure that there are no barriers which prevent anyone accessing council services.

### **Christina HARRY, Chief Executive, Caerphilly County Borough Council**

As our communities change, diversity is a key issue for us. We believe that it is our duty to tackle discrimination and encourage greater cohesion; creating communities where everyone feels respected and safe from harassment.

We also remain committed to achieving equality within all aspects of our service delivery and in our employment practices, which is even more important during these challenging times and in such a difficult financial climate.

The plan will be monitored each year in order to review the impact of the progress we make and the annual reports will continue to be published. It will also be publicised and promoted widely both internally and externally in order to raise awareness of the work being done.

We hope that you agree that this plan continues to develop the equality and diversity work we have undertaken to date and shows our ongoing commitment to ensuring respect and fairness for everyone in the county borough

### **Cllr. Philippa Marsden, Leader, Caerphilly County Borough Council**

## About Us

The Caerphilly county borough covers an area stretching from the Brecon Beacons National Park in the north, to Cardiff and Newport in the south. It is bordered to the north by Merthyr Tydfil, the west by Rhondda Cynon Taff, and to the east by Blaenau Gwent and Torfaen local authorities.

The area lies at the heart of both the South Wales Valleys and the Cardiff Capital Region. The Caerphilly county borough occupies some 108 square miles (28,000 hectares) of the Valleys area of South East Wales. It is a little over 18.6 miles long and nearly 11 miles wide, and is formed by the valleys of three rivers: the Rhymney, Sirhowy and Ebbw. The county borough has 180,000 residents living across a mixture of urban and rural communities. Three quarters of the county borough is used for agriculture and forestry. The Council is the 5th largest local council in Wales and is the largest employer in the area.

The Council employs nearly 8,500 staff with 73% of them living in the county borough. They are employed into a variety of different roles within service areas which make up the following Directorates:

- = Corporate Services and Education
- = Social Services and Housing
- = Economy and Environment

The Directorates are headed by Corporate Directors and together with the Chief Executive make up the Corporate Management Team who oversee the strategic management of the council's business. The Council operates a cabinet style of local government which is led by a Leader and who is supported by 8 Cabinet Members. We have 73 elected Councillors who have a variety of roles including agreeing the Council's policy framework, Council Tax and budget.

Our vision and values are an integral part of our Transformation Strategy Team Caerphilly - Better Together. Its aim is to transform the way in which we have previously delivered services. It will examine how services are prioritised, how they can become more business efficient, explore new opportunities for greater customer focus and digital delivery, consider alternative delivery models and seek commercial opportunities.

We will also work to create equal access for everyone to our services, irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL and other languages, nationality, responsibility for any dependants or any other reason which cannot be shown to be justified.

Respect for diversity is a key issue as our communities change and develop in the 21st century. We must respect what has been before and the achievements up to that point but we must also accept and respect that things have changed and continue to evolve. We must be respectful for every individual who lives or works here, who represents or who visits the county borough.

## Context and Legislation

The Strategic Equality Plan 2020- 2024 has been developed to primarily demonstrate the Council's commitment to meeting the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

It highlights links to legislation and regulations covering the Welsh Language Standards and Human Rights issues and how it supports 4 of the 7 aims of Welsh Government's Well-being of Future Generations (Wales) Act 2015; A healthier Wales, A more equal Wales, A Wales of cohesive communities and A Wales of vibrant culture and thriving Welsh language. It also outlines how the council will meet its responsibilities under the Public Sector Equality Duty, to advance equality and inclusion for all protected groups.

Building on our previous equalities work the plan explains to staff, citizens, stakeholders and elected members, how Caerphilly County Borough Council intends to deliver its equalities commitments whilst continuing to be an inclusive organisation that does not tolerate discrimination of any kind.

To assist us in writing our Plan, we engaged with our citizens, staff, stakeholders and elected members. We also used a range of equality information which supported us in defining what would be our equality objectives for the next 4 years, and by listening to them we hope that these objectives are both meaningful and achievable for us to deliver.

We looked at what priorities there were to consider both nationally and at a council level, and based them on what evidence we had available to us to support the work. A lot of work has been undertaken over the years into assessing our progress against the Public Sector Equality Duty through service plans and the self-assessment process.

We considered external sources of information such as reports by the Equality and Human Rights Commission and Welsh Government, policies and priorities, research reports and other relevant statistics available to help us. A number of external reports undertaken by the Equality and Human Rights Commission have supported and influenced the development of our new equality objectives.

The Covid-19 pandemic has created difficulties for every resident, community and business across the county borough. As we continue to deal with the changes this has brought to the way in which we deliver services we are mindful of the implications for people who hold one of the protected characteristics to ensure that they continue to receive services from the council equally and are not disadvantaged because of their personal circumstances. As we look forward to recovery over 2022-2023 and beyond we will continue to ensure equity of provision for all our residents and recipients of our services.

## How we meet the duty

The Council's equalities statement makes its commitment clear;

*The Council recognises that people have different needs, requirements and goals and we will work actively against all forms of discrimination by promoting good relations and mutual respect within and between our communities, residents, elected members, job applicants and workforce.*

*We will also work to create equal access for everyone to our services, irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL and other languages, nationality, responsibility for any dependents or any other reason which cannot be shown to be justified.*

Respect for diversity is a key issue as our communities change and develop in the 21<sup>st</sup> century. We must respect what has been before and the achievements up to that point but we must also accept and respect that things have changed and continue to evolve. We must be respectful for every individual who lives or works here, who represents or who visits the county borough.

Council services must reflect these diverse needs and Caerphilly County Borough Council already has a strong background in delivering accessible services in a sensible, measured and cost-effective way. Local government finances are increasingly under challenge and any changes have to take into account the impact on the most vulnerable in society through Equality Impact Assessments, which carry the full authority of the Strategic Equality Plan. As we move into 2021-2022 we have new socio-economic duties that mean we will be changing the way we carry out impact assessments.

Through this Strategic Equality Plan Annual Report, the council has evidenced the monitoring undertaken to review the impact of the progress we have made to meet the actions of the Equality Objectives. Relevant information is collected from internal and external sources including public consultation exercises, Census data, local hate crime data or Equality Impact Assessments. This report once approved, will be publicised and promoted widely both internally and externally in order to raise awareness of the work being done.

## **Collection of Council Performance, Data and Information**

### **The Council's Performance**

In 2018 we set our six Well-being Objectives and incorporated them into our Corporate Plan. Setting objectives is not new, we have been setting Well-being Objectives and Improvement Objectives for a number of years; however this was the first time we have set objectives over a five year planning period.

As circumstances can change over time it is important for us to ensure that our Plan remains fit for purpose. Therefore we undertook a review of our objectives to ensure that they are still relevant and as a result we made minor changes to the Plan as approved by the Council's Cabinet 10 July 2019. To view the updated Plan click [here](#).

Performance against the Corporate Plan is provided in our annual performance report, the building blocks of which are performance information from across the council. Services provide information which is fed up to Directorate and Corporate level through performance assessments. Equalities information is included within the performance assessments, however, over 2021-2023 we will be working to explicitly link our Equalities Objectives to the performance reports.

### **Collection of Relevant Information**

When considering and gathering information to include in the annual report, we used the Strategic Equality Plan 2020-2024 Action Plan as a template. Service areas hold information that could assist the council in identifying how it is meeting the General and Specific Duties, Heads of Service were contacted and asked to provide a progress update for their service area against each of the relevant actions.

We looked at council reports that had been written during the 12 months to gather relevant information to provide the bigger picture of the work undertaken, and which shows equalities at the heart of the decision-making process. Most council reports had a completed Equality Impact Assessment to evidence the equalities considerations of the proposal.

We also used employment monitoring data which is provided via the council's HR system. The employment data provided within this report also includes teachers and school-based employees.

The Strategic Equality Plan Action Plan can be accessed via the council's website: [Strategic Equality Plan 2020-2024 - CCBC](#)

## **Sources of information**

When considering what information should be used it was important that areas of good practice were identified across service areas to demonstrate that a commitment to delivering equality exists throughout the Council. Information used in this report includes:

- The Council's Corporate Plan (2018-2023)
- Service delivery/projects (2020-2021)
- Employment practices
- Consultation and engagement programme
- Equality Impact Assessments (2020-2021)
- Employment monitoring information (2019-2020)
- Monitoring and delivery of the SEP action plan (2020-2021)

## **Non Collection and Effectiveness of Information**

Whilst considerable relevant information has been collected for this report, it is acknowledged that it is sometimes difficult to collect and monitor all information in a council as large as Caerphilly County Borough Council. Services were diverted to respond to the Covid-19 pandemic and it was not possible to collect information as we would in a normal year. Longer term it is recognised that improvements can always be made to encourage a consistent approach in information sharing. Our intention is to include equalities reporting explicitly within our main performance assessment processes.

## Inclusive Engagement and Participation (Equality Objective 4)

Despite the Covid-19 pandemic the Council has been keen to maintain dialogue with its residents and to seek their views on a number of consultation and engagement exercises. Inclusive Engagement and Participation is one of our chosen Strategic Equality Objectives. Engagement and participation has continued in a meaningful way, across Caerphilly County Borough Council during 2020-2021, both internally with our staff and externally with our communities and partners.

To mitigate for limited opportunities for face to face engagement as a result of Covid-19, the shift towards digital mechanisms has been accelerated with a greater use of social and digital media where appropriate. Whilst we always endeavour to ensure that engagement and consultation is inclusive, additional effort has been made to ensure that those who wish to engage with us are able to do so in a way that best suits their needs and that those “seldom heard”, including those with protected characteristics, those who are economically disadvantaged and those who are digitally excluded are informed of these opportunities e.g. through the use of existing networks and groups using their established methods of engagement. We recognise that digital engagement presents difficulties for some people and we have used these networks and more traditional forms of communication to help us reach as many people as possible.

Work has continued to deliver on the Team Caerphilly ‘Consultation and Engagement’ Framework, ([Consultation-and-Engagement-Framework.aspx \(caerphilly.gov.uk\)](https://www.caerphilly.gov.uk/consultation-and-engagement-framework.aspx)) endorsed by the council’s Cabinet in February 2020, which set out an approach for a common understanding to further improve engagement. It sets out the principles and standards for how the council will engage to build ‘*clear, shared expectations that enables a focus on what can be achieved*’.

The principles within the framework are:

- We will empower our residents to have greater influence over the issues that affect them
- We will increase and strengthen the role of communities in how we live, work and visit Caerphilly county borough
- This will help us to understand the needs of our communities, which in turn, will help to ensure the services we deliver meet those needs, and that available resources are used effectively and in line with agreed priorities
- We will support communities to take action, by helping them identify needs and support them in developing community led solutions.

The strategic principles of the Equalities Act 2010 and Wales specific duties and the National Principles of Public Engagement in Wales are embedded throughout the document.

Following the secondment of the Senior Communications Officer into the Transformation Team last year, a business case has been approved to appoint an Engagement Project Officer to further support this area of work. The Transformation Team work closely with the Consultation and Public Engagement Officer who sits within the Equalities, Welsh Language and Consultation Team to ensure that there is a joined-up approach across consultation, engagement and communication that reflects the differing needs of individuals as the council continues to transform.

Other activities that have contributed to this objective include:

Getting the council ready for the new socio-economic duty in readiness for the 1<sup>st</sup> April 2021. A new Integrated Impact Assessment process has been developed that combines a number of former assessments, equality impact assessment and the assessment against the new duty. This includes a strengthening of the relationship with data and consultation.

- Training delivered
  - Integrated Impact Assessment training to senior managers (4 sessions delivered March 2021)
- Planned training programme
  - Effective Consultation and Engagement (4 training sessions scheduled for May 2021)
  - Making information easy to read and understand, Learning Disability Wales (to be delivered May 2021)

Public facing consultation and engagement activities continue to be promoted proactively on the front page of the Council's website, as well as across its digital channels. Further details of current engagement activities (including links to live surveys where appropriate) and the outcomes of recent engagement activities are also recorded on the website. <https://www.caerphilly.gov.uk/involved/Consultations.aspx>

During 2020-2021, the council carried out a number of key consultation activities both internally and externally including:

- **The Caerphilly Conversation** - provided people living and working across the borough with the opportunity to share their experience of life across the area and identify priorities to help shape the future delivery of services that meet the needs of citizens as we move forward. This consultation exemplifies how the Council uses a variety of approaches to encourage participation, promote consultations and ensure that all sectors of the community are enabled to have their say. A full summary report can be found at <https://www.caerphilly.gov.uk/involved/Consultations/Join-the-Caerphilly-Conversation>
- **21<sup>st</sup> Century Schools Programme** - consultations on Ysgol Gymraeg Cwm Gwyddon (<https://www.caerphilly.gov.uk/involved/Consultations/21st-Century-Schools-consultation>) and Trinity Fields Special School and Resource Centre ([https://www.caerphilly.gov.uk/involved/Consultations/21st-Century-Schools-consultation-\(1\)](https://www.caerphilly.gov.uk/involved/Consultations/21st-Century-Schools-consultation-(1)))
- **Active Travel Consultation Stage 1 Consultation** - All Local Authorities in Wales must resubmit their Active Travel Network Maps to Welsh Government by 31 December 2021. Consultation will be in three stages and Stage 1 sought feedback on barriers to walking and cycling through the commonplace online tool. Stage 2 sought views on the existing infrastructure within the Borough and what difficulties people experience in walking or cycling and Stage 3 will seek to identify routes for the future <https://www.caerphilly.gov.uk/involved/Consultations/Active-Travel-INM-Consultation-Stage-1-Consultation>



- Agile working survey to staff who have already experienced working in an agile way, both during the coronavirus restrictions and previously, including whether their protected characteristics had made the change more difficult for them (June 2020).
- Staff survey (delivered early April 2021) to all staff, including those working frontline/non-office based to seek views on strategies that will have a direct impact on staff.

## **Covid-19 Response and Helping our Vulnerable Residents**

The following section highlights a brief snapshot of some of the good practice measures the Council put in place during the Covid-19 pandemic, which demonstrate our compliance and commitment to the Public Sector Equality Duty.

The emergence of the Coronavirus across the world posed a significant and unprecedented challenge to our way of life and the way upon which we provide services.

Officers and Councillors have worked relentlessly to meet the needs of our communities in new ways. In a matter of days, the Council repurposed, refocused and reshaped itself in order to respond to the immediate needs of our communities. Our primary purpose has been throughout and remains, “to protect our people and place”.

The Council immediately enacted its Emergency Management Plan and business continuity arrangements to deliver and co-ordinate the response, working across Council services along with our key partners, neighbouring local authorities and Welsh Government. These bodies continue to operate in a dynamic and challenging environment, adapting and responding to a range of risks to service delivery and well-being of our staff and residents.

During the coronavirus pandemic, the education directorate repurposed itself, providing support to all children and young people. A range of officers, including education welfare officers, educational psychologists, youth workers community education teams and school based counsellors, were utilised to support the most vulnerable. Therefore, our assessment on performance focuses on wider than just performance data and tells of how actions taken to support pupils and schools through the pandemic has been effective.

The majority of our 500+ services continued to operate, albeit with reduced staffing levels. Staff have completely changed the way they work – either working directly on the front line; redeployed into newly introduced services or working remotely from home. New services were introduced, such as childcare hubs for key workers, providing grants to businesses and working with volunteers to distribute food and medicines, to highlight just a few.

The following provides further detail regarding the level of service provided in response to the pandemic based upon the overarching principle of “protecting our people and place”

### **Community Response**

Following the initial lockdown, the Council wrote to over 76,620 households. The letter invited those residents who met a strict criteria (over 70 / with a health condition, are shielding/self-isolating and had no alternative support available to them from friends, family, neighbours or local community group) to get in touch to see how the council could assist.

Over 1,550 vulnerable residents responded to the letter and 590 members of council staff came forward to help (350 of those volunteering in their own time). Every vulnerable person was 'matched' with a member of staff and the council's 'Buddy Scheme' was formed. From that point forward the volunteer army provided vital support to those vulnerable residents picking up shopping and supplies, delivering medicines and making regular telephone calls to help prevent isolation during this time.

The feedback from the vulnerable residents on the buddy scheme has been extremely positive and it is clear that this scheme made a significant difference. Volunteering has also been a rewarding role for those supporting the vulnerable with 97.3% of those surveyed stating that they found the scheme either a positive or extremely positive experience. This service was supplemented and supported by the ongoing Meals Direct offer, which continued to serve high quality hot meals.

In seeking to ensure sustainability into the longer term and creating a positive legacy to an unprecedented situation, the team worked with GAVO on a model which would enable community members to provide similar support to vulnerable residents moving forward.

The Registration service re-focussed its work on registering deaths (many Covid-19 related) as marriage ceremonies and birth registrations were suspended. The death registration service operated remotely under some very emotional conditions, but the staff remained extremely professional throughout.

Staff within the Public Protection Service worked tirelessly and remotely to enforce social distancing legislation in business premises as well as playing a key role in developing the contact tracing model and infection control in care homes.

In November 2020, a proposal was approved to develop the existing Buddy Scheme and Community Regeneration Legacy into the Caerphilly Cares Service, which aims to ensure people receive the right support, in the right place, and right time, using a single point of contact through a triage system.

The new Caerphilly Cares Service provides advice, support and signposting through strength-based assessments to internal and external support services, to enable people to become more resilient and live as independently as possible through a community centred model as part of a phased approach to developing an integrated end to end journey through internal and external services for 'at risk' residents.

## **Social Services**

The majority of services remained in place during the pandemic, however we took the decision to close our day centres and one of our respite care facilities. This decision was taken on the basis that the majority of people who would have been attending were on the shielding list and the fact that we needed to redeploy the staff into older people's services to cover sickness absence.

Problems in relation to the spread of Covid-19 in care homes received UK wide coverage. Care homes in Caerphilly county borough have not been immune from these issues with Covid-19 related deaths reported in a number of homes.

The ongoing provision of Children's Services has been complex. Social work contact with children and / or families has often had to be done over the phone or by video link and all but the most essential assessments / reviews were put on hold. In addition care proceeding in the courts were also suspended.

## **Housing**

At the time of the outbreak the authority was well on target towards bringing to a conclusion its Welsh Housing Quality Standard programme in 2020 but obviously all but emergency work was stopped immediately. Welsh Government acknowledged the issue and accepted the need to extend the deadline for the completion of WHQS programme.

All tenants, other than those living in sheltered accommodation received reassurance calls. We began by initially targeting vulnerable tenants to check on their well-being but gradually expanded the service to all households.

The outcome of the calls included providing guidance on how to access financial support, contact details and advice on how tenants can pay their rent with the Rents Team and cashiers calling tenants back if they required additional support, providing information about how to report an emergency repair and advice on the repairs service, referring issues of anti-social behaviour to the relevant officer and advice to contact the Police, providing information on how to make a self-referral for a food parcel and also made arrangements on their behalf, information on how to request a free school meal and providing advice on what council facilities/service remained open.

## **Childcare Hubs**

When Caerphilly's schools closed, six mainstream Childcare Hubs were set up almost immediately with Trinity Fields also established as an extra Additional Learning Needs (ALN) hub. Local authority staff worked through the weekend of 20-22nd March 2020 to assess and process the first 800 applications for childcare from key workers.

The Hubs opened on Tuesday, 24th March with 88 children, releasing 75 key workers with 21 families being supported at Trinity Fields. By June 2020 there were 9 mainstream hubs, 1 ALN hub and 1 hub for the most vulnerable pupils operating. Pupil numbers increased to 362 a day, with provision also being offered through the school holidays, including bank holidays. The hubs were supported every day by 255 volunteer school staff as well as staff across other council services.

## **Free School Meals (FSM)**

Following the announcement that schools would close, the Council was faced with a huge challenge in continuing to meet the needs of over 5,500 FSM pupils within the county borough. While other Local Authorities explored the use of voucher schemes and cash payments, Caerphilly took the stance that they wished to put food directly on to the plates of our FSM pupils.

To make this happen the Council worked in partnership with several local suppliers to set up a cold storage vehicle and a packing and distribution centre at Penallta House. The meals being delivered to FSM pupils incorporated a box of 5 frozen meals, a loaf of bread, 2 pints of milk and a selection of desserts, a weekly fresh vegetable and fruit pack

accompanied with recipe cards to encourage parents/guardians to use the ingredients to cook along with their children. The scheme grew considerably as word spread regarding the high-quality service provided. At its peak the team planned delivery routes for over 60 vehicles to deliver FSM to over 5000 children and young people, with a rise in the FSM take-up from 70% to 91%. The delivery of the FSM meal package would not have been possible without a true “Team Caerphilly” approach with involvement of staff from over 20 areas of the Council.

Although the scheme has been a great success, with extensive positive media coverage, there is no greater endorsement than the extensive and overwhelmingly positive feedback from our community and the customers who actually receive the service. This quote sums up the community feeling:

*“Fair play CCBC. Another great delivery of meals and surprised to see the fruit. You really have taken care of things through this pandemic. Every staff member that have dropped things have been so nice and polite. Thank you again so much.”*

The service went on to win a national award ‘Best Service Team: Catering Service’ at the APSE Annual Awards Service. As of July 2021, a total of 1.3m meals had been delivered to vulnerable children and young people across the county borough since the start of the pandemic, with 31,215 meals delivered each week.

## **Early Years**

Early Years staff supported more than 400 of the most vulnerable families with children, aged 0-3 years with a weekly e-mailed individual activity plan for child development and family support, followed up by a phone call appointment to check how the development is progressing and whether there are any other family needs or concerns. The parenting programmes moved courses online and were available to everyone in the county borough. Additionally, over 1000 activity packs for children aged 0-3 including a book, were delivered to Flying Start families engaged in the programme but unable to access childcare, parenting or language groups during the pandemic. Health teams were also phoning all parents of new births discharged from hospital to establish any support needs.

The wider early years service facilitated on average, 20 applications per day for either childcare or hub placements for children of critical workers. For those most vulnerable children a co-ordinated approach between Education and Social Services was provided, where places within Childcare Hubs were routinely offered.

## **Distance Learning**

Schools received ongoing guidance from the Education Achievement Service on the implementation of a distance learning strategy that aims to maintain continuity of learning for pupils whilst at home. This support is in line with the Welsh Government strategy and utilises Hwb, a digital platform for teaching and learning, as the main tool for communication and professional learning. Developing practice and research was shared with schools, with the intent of improving and refining current strategies to engage pupils via remote access. Other areas within the education directorate, such as the Music Service and the Healthy Schools Team, provides additional learning opportunities for

pupils. The Youth Forum was a useful tool to gauge feedback on the effectiveness of the distance learning strategy.

The local authority is also implemented a Welsh Government initiative that supports 'digitally excluded' learners that do not have access to appropriate technology or sufficient broadband. This initiative helped pupils from disadvantaged backgrounds to have the same learning opportunities as their peers by equipping them with laptops and broadband connections.

## **The Youth Service**

The Youth Service demonstrated flexibility and innovation in providing support for vulnerable young people and their families throughout the pandemic response. In conjunction with colleagues across the council, Youth workers assisted in the distribution of emergency food parcels for those qualifying for free school meals and activity packs designed to motivate young people and provide informal education. They were also helping to reduce the spread of the virus by working in the community with Gwent Police advising young people, face to face, regarding appropriate behaviour.

Over one thousand young people were supported during lockdown by the Youth Service, the majority of whom have one or more vulnerabilities. The service remained on track to meet its post-16 NEETs target, that is, below 2.5% not in employment, education or training. The Youth Service's curriculum was adapted for online delivery. This included the use of technology to communicate with groups of young people on a one-to-one, support-oriented basis.

## **Protecting the Economy**

The pandemic and associated lockdowns had a severe economic impact. As part of the response to this the Welsh Government launched a number of grants which have been made available to support business. Payment of these grants were administered by Local Authorities and Caerphilly Council. Indeed, the Council has made the highest percentage and value of business support grant payments across Gwent and is in the top quartile across Wales.

Staff in the council's Business Enterprise and Renewal Team have been providing advice and support to businesses that are not eligible for the Business Grants and have been sign-posting them to other alternative sources of funding that may be available.

The 2020-21 delivery year has been unprecedented, and the Covid-19 pandemic has presented unique challenges for the economy, with far-reaching consequences for both employers and employees. The first quarter of the year saw an almost total stall in employment across many sectors, followed by a slow and intermittent recovery throughout the remainder of the year, which was impacted by further lockdowns.

Although the Furlough scheme has provided security for many employees, mass redundancy and unemployment has been an inevitable feature of the economic fallout from the pandemic. Internally, the initial onset of the pandemic also saw large sections of the Council's workforce redeployed to priority service areas, for example employment

programme staff were redeployed to support foodbanks and free school meals. This resulted in unavoidable effects on employment support capacity. Unsurprisingly, these major external factors have had a significant impact on the progress of the Objective within the reporting period. However, at an overall level and taking into account the challenges of the pandemic, this objective is judged to be progressing satisfactorily, particularly in relation to employment support.

## **Summary**

Even though we were only able to focus on providing essential services in 2020-2021 due to the Covid-19 pandemic, Welsh Government guidance and a requirement to provide support to vulnerable people, we made sure we continued to work hard, making a difference in the lives of Caerphilly's residents and tenants.

Detailed examples of what went well in 2020-2021 are detailed in the Council's Annual Performance Report 2020-2021. To view the report click [here](#).

## Preparing for the Socio-economic Duty

The Socio-economic Duty in Wales, which should have been implemented in April 2020, was delayed until 31 March 2021 because of the Covid-19 pandemic. The delay gave us the opportunity to review our current Equality Impact Assessment (EIA) toolkit and develop an Integrated Impact Assessment (IIA) toolkit to ensure we had an assessment toolkit which was fit for purpose and included the Socio-economic Duty.

The purpose of the duty is to ensure that specified public bodies listed, when making strategic decisions, deciding priorities and setting objectives, consider the Socio-economic Duty. They must also deliver better outcomes for those who experience socio-economic disadvantage. Involving communities in decision-making is key to getting decisions right and making sure they achieve positive outcomes. They must also consider (undertake an assessment) how their decisions might help to reduce inequalities associated with socio-economic disadvantage.

The Council has a statutory requirement to complete impact assessments under a number of legislative requirements. These requirements are a legal obligation for the Council and failure to meet these duties may result in the Council being exposed to legal challenge for not following due process.

Although there is no reporting requirement associated with the duty, it is for relevant listed bodies to evidence how they are meeting the statutory requirement. Welsh Government encourages relevant public bodies to be able to evidence a clear audit trail for all decisions made under the duty and should fully understand the likely impact of such decisions, in order to pay due regard to reducing inequalities of outcome caused by socio-economic disadvantage. Due regard is an established concept in equalities law. It's basically giving weight to a particular issue in proportion to its relevance, and the same principles are expected of us in regards to the Socio-economic Duty.

In reviewing our own existing EIA toolkit and comparing with what other councils in Wales were using, it was evident many had already transitioned to using an IIA toolkit. They not only assessed the impact on equalities and Welsh language, but also other areas, such as Well-being of Future Generations, Sustainable Development Principles, Rights of the Child, Environment Act, Corporate Plan (Well-being Objectives), Risk and Data Protection.

Following numerous discussions and several drafts, the Council implemented the use of an IIA with effect from the 31 March 2021, to coincide with the implementation of the duty. This assessment ensures that all proposals going forward for a decision will evidence and show due regard to five pieces of legislation as well as aligning the proposals with the Well-being Objectives in our Corporate Plan.

The IIA incorporates the requirements of the following legislative requirements into one impact assessment (See **Annexe 1**):

- [Equality Act 2010 \(Statutory Duties\) \(Wales\) Regulations 2011](#)
- [Socio-economic Duty 2021](#)
- [Well-being of Future Generations \(Wales\) Act 2015](#) and the [5 Ways of Working](#)
- [Welsh Language Measure 2011](#) and [Welsh Language Standards](#)
- [the Gunning Principles](#)



## Equalities Promotion Work

In 2020-2021 the Council marked a number of awareness days either by raising awareness through press releases and social media posts. The following were celebrated/marked either publicly or internally with staff:

### May 2020

[Mental Health Awareness Week](#)

[Foster Care Fortnight](#)

[Goodwill Day](#) (Urdd)

### June 2020

[Pride Month](#)

[Carers Week](#)

[Armed Forces Day](#)

### July 2020

Anti-social Behaviour Awareness – due to Covid-19 restrictions events were cancelled

### August 2020

[Pride Cymru](#)

### September 2020

Macmillan Coffee Morning (internal)

### October 2020

[Black History Month](#)

[Hate Crime Awareness Week](#)

World Mental Health Day (internal)

Diwrnod Shwmae



**November 2020**  
[White Ribbon Day](#)



**December 2020**  
[Welsh Language Rights Day](#)

**January 2021**  
[Holocaust Memorial Day](#)

**February 2021**  
[LGBTQ+ History Month](#)

**March 2021**  
[St David's Day](#)  
[International Women's Day](#)  
[Zero Tolerance to Racism](#)  
[Commonwealth Day](#)

## Case Studies

The following case studies are good practice examples of the local authority delivering services during a pandemic in a way which demonstrates the inclusive culture of the organisation. At what was an extremely challenging time for many vulnerable people, families, communities and businesses it was important that the Council stepped into new support spaces to help protect people and places.

### Case Study 1: Free School Meals Service

During the pandemic, Caerphilly County Borough Council worked closely in partnership with local suppliers who helped support the free school meals initiative. Just hours after the school closures were announced on Friday 20 March 2020, Caerphilly Council's Catering Team leaped into action working with staff and suppliers to create a system to ensure that every child in receipt of free school meals would receive 5 healthy and balanced meals every week.

In March 2020, the Catering team were challenged to feed over 6,000 children and young people in the Caerphilly borough area who were eligible for free school meals. Sandwiches were provided for the first fortnight, until the team and local suppliers could organise frozen meal packs to be delivered to eligible households.

Deliveries continued when the children went back to school in September until catering was safely reintroduced and have continued during the 2021 lockdown when schools were closed.

The delivery service operated for the Easter holidays and has also been provided to those pupils who are self-isolating.

Castell Howell Foods, Woosnam Dairies and W R Bishop helped supply fruit, vegetables, desserts, milk, bread and much more to over 5000 children across the county borough.

The team reached a milestone in March 2021 having reached a year of delivering free school meals to pupils across the county borough.



## Case Study 2: Covid-19 Buddy Scheme

The Buddy Scheme began on 16 March 2020 with a need to deliver a community response to support the following group to remain self-isolated:

- Over 70 and/or with an underlying vulnerability related to a health condition.\*
- With no other support network or close family



That same week 385 staff responded to an initial email asking for volunteers to support this group; to provide support with shopping, prescription pick-up, keeping in touch etc. This initial staff volunteer cohort included school based staff and Elected Members. Volunteers were categorised by postcode area so that they could help as close to their own community as possible.

A dedicated Covid-19 vulnerable telephone line was set up and 76,620 letters were sent out to all households informing that if people met the criteria above they could request support. At the same time 50,000 'Good Neighbour' cards were distributed among the community and to Elected Members, AMs and MPs.

The Corporate Policy Unit managed the system with assistance from across all Council services. Services that had effectively shut down mainstream activity offered staff to the Buddy Scheme as part of the normal working week. Guidance to buddies was developed, updated regularly and issued by email, SMS and through a dedicated web page.

At peak 1,560 Vulnerable People (VP's) were registered on the scheme, and as at 30 June 2020 the figure was 1,157. The Covid-19 telephone line was listed on the Covid-19 web pages and was promoted on social media and in the general advice leaflet that went to all NHS shielded households.

Housing also conducted reassurance calls to all vulnerable Caerphilly Homes tenants, this added a few more referrals. Referrals tended to come from client support bodies e.g. Social Services, Housing, and Supporting People providers. The 'Test, Trace and Protect' process increased referrals slightly, as the government advice at the time was for anyone self-isolating that could not access food or medicine to contact their local authority or the third sector.

Other activity associated with the Covid-19 pandemic included:

### **Welsh Government Food Parcels**

For NHS extremely clinically vulnerable people a weekly home delivered food parcel was made available from Welsh Government, if no other support network existed. 296 people on the NHS shielded list, resident within Caerphilly county borough, requested a weekly food parcel and this system was also administered by the Council, with a daily upload to the Welsh Government system. The shielding period ended on 16 August 2020, and this group of people were encouraged to shop for themselves and use priority online shopping slots available to them.

### **Pharmacy Deliveries**

To alleviate the long wait times for Buddies and communities we offered enhanced DBS checked Council drivers to supplement pharmacy delivery arrangements. 7 local pharmacies took up the offer of support.

### **Community Response Partners**

In the first week a group of partners was convened to share information during this period including: Adult Services, GAVO, Integrated Well-being Networks, 50+ Forum, Parent Network, Families First, Flying Start, Supporting People, Housing, Age Cymru, Emergency Planning etc. Information on community support resources was created and circulated within the group, including businesses offering food delivery services, details of local Covid-19 mutual groups, third sector support services etc. This information was kept up to date and was also shared on the main [Covid-19 web page](#).

### **Foodbanks**

Foodbanks came under pressure as volunteers self-isolated and donations dried up. A temporary system was put in place by the Community Regeneration team to support provision with vouchers, donations and delivery. A triage system was put in place to connect individuals to a local voucher distributor. Foodbank volunteers prepared parcels, with Community Regeneration staff coordinating and delivering them. Stock was replenished and managed from Llancaiach Fawr by securing food donations, and monetary donations from the private sector and community groups. Over 2,000 people received foodbank support.

### **What happened next**

The level of support offered on the buddy scheme by Council staff was not sustainable as services started to resume, however there was still a need within communities, albeit the medium term aim was to encourage personal resilience among Vulnerable People.

It was difficult to anticipate what the balance between demand and resources would look like, however plans had to be put in place for staff returning to normal duties over the weeks and months ahead. This equally applied to other community response type activity e.g. free school meals delivery and foodbank delivery. To estimate and plan for demand needs in the buddy scheme we gathered data in two ways:

- A survey of all buddies to ask them how the role has been for them and whether they have any interest in continuing to volunteer in the role moving forward. 150 responses were received and are summarised as **Annexe 2**
- Reassurance calls were made to all Vulnerable People registered on the scheme to ask how they are and what level of support they think they might need until lockdown eases for this group. See **Annexe 3**.

### **Step-down proposals**

It was agreed by Cabinet that the management of the buddy scheme be transferred to the Council's Community Regeneration team, as soon as was practicable, which allowed:

- Easier identification of vulnerable people in communities
- Better engagement
- Identification of new service needs in communities
- The opportunity to build on and expand the Covid-19 mutual aid groups
- Mobilisation of community assets in empowered co-production
- Support the Resilient Communities strand of the Public Service Board's (PSB) work

### **Case Study 3: Staff Volunteering Scheme**

One of the aims of the **Team Caerphilly: Better Together strategy** is to implement a Corporate Volunteering Scheme. The Buddy Scheme survey (**Annexe 2**) indicated that 95.4% of the 150 staff who responded (out of 590 buddies) would definitely, or likely, want to continue volunteering in a similar capacity in the future. The staff involved have gained a definite sense of pride and worth.

As a precursor for Corporate Volunteering, building on the goodwill evidenced in the responses received from buddies volunteering on the Buddy Scheme, it was proposed that staff are supported to continue in the buddy role by adding a category to the Leave of Absence Policy of up to 2 days per annum in hours, pro rata. The expectation being that this would be matched with an equivalent period of their own time. The results will be evaluated after 6 months by surveying the staff and managers involved with a view to establishing a wider Corporate Volunteering Scheme.

By allowing staff to continue in the Buddy role with, potentially, a little encouragement through paid time off in supporting older and vulnerable people will undoubtedly help combat longer term loneliness and isolation beyond the Covid-19 period as well as provide resilience in the Buddy Scheme. The oft-quoted research is that highly lonely people suffer the health equivalent of smoking 15 cigarettes a day, and that highly lonely people are twice as likely to develop Alzheimers. Maintaining a buddy-type befriending scheme would be a preventative service at the same time as allowing staff to feel involved in their communities and the Team Caerphilly effort. Corporate Volunteering is also a Public Services Board strand with links to external partners including Aneurin Bevan University Health Board's 'Ffrind i mi' project.

## Employment Monitoring Data

The following information is high-level data of what the *iTrent* payroll system holds as at 31<sup>st</sup> March 2021 regarding the Caerphilly CBC workforce profile, in terms of protected characteristics and language ability of staff.

- Gender, Ethnicity and Disability data is currently shown by Directorate.
- Religion or Belief and Sexual Orientation data is currently shown by corporate totals only. Data has improved during the last financial year.
- Language Ability is available by Service Area but the data is provided here as Corporate totals for information.
- Other information has not been presented as the categories are currently showing zero records.

Gender by Directorate	Male	Female	Undisclosed
Communities	867	616	0
Education and Corporate Services	899	4169	0
Social Services and Housing	476	1430	0
<b>Authority Total</b>	<b>2190</b>	<b>6106</b>	<b>0</b>

Ethnicity by Directorate	White	BM E	Undisclosed	Unwilling to declare
Communities	1374	12	93	4
Education and Corporate Services	4214	36	814	4
Social Services and Housing	1806	28	70	2
<b>Authority Total</b>	<b>7241</b>	<b>70</b>	<b>975</b>	<b>10</b>

Disability by Directorate	Disabled	No	Undisclosed	Unwilling to declare
Communities	56	1324	103	0
Education and Corporate Services	73	4145	850	0
Social Services and Housing	58	1755	93	0
<b>Authority Total</b>	<b>176</b>	<b>7078</b>	<b>1042</b>	<b>0</b>

Sexual Orientation (totals)	Numbers
Bisexual	20
Gay	31
Heterosexual	2914
Lesbian	21
Other	25
Undisclosed	5183
Unwilling to Declare	102
<b>Authority Total</b>	<b>8296</b>

<b>Religion or Belief (totals)</b>	<b>Numbers</b>
Buddhist	5
Christian (All Denominations)	1185
Hindu	4
Jewish	1
Sikh	2
Humanist	4
No Religion	1644
Undisclosed	5349
Unwilling to Declare	63
Other	39
<b>Authority Total</b>	<b>8296</b>

<b>Nationality</b>	<b>Numbers</b>
British (Not Channel Islands or IOM)	1060
English	71
Northern Irish	2
Irish	6
Welsh	2167
Scottish	5
Cornish	1
Other	32
Undisclosed	4944
Unwilling to Declare	8
<b>Authority Total</b>	<b>8296</b>



<b>Language Ability (Other than English)</b>	<b>Numbers</b>
Braille	2
BSL (British Sign Language)	44
Dutch	2
French	33
German	11
Greek	2
Hebrew	1
Hindi	2
Italian	2
Makaton Sign Language	1
Malayalam	2
Rumanian	1
Spanish	11
Tamil	1
Turkish	1
Welsh	1825

**(No staff total is recorded as some staff speak more than two languages)**

#### **Welsh Language Skills\*\***

Total Staff*	8296
Welsh Speakers*	1825
Percentage of Workforce	21.99%

\* The **Total Staff** and **Welsh Speakers** do not equal the overall workforce total due to some members of staff having more than one post within the organisation and those posts are within different service areas.

\*\* These totals includes teachers and school-based employees.

## **Strategic Equality Plan 2020-2024**

The Strategic Equality Plan was developed to primarily demonstrate the Council's commitment to meeting the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011. It highlights links to legislation and regulations covering the Welsh Language Standards and Human Rights issues and how it supports 4 of the 7 aims of Welsh Government's *Well-being of Future Generations (Wales) Act 2015*; *A healthier Wales, A more equal Wales, A Wales of cohesive communities* and *A Wales of vibrant culture and thriving Welsh language*. It also outlines how the council will meet its responsibilities under the Public Sector Equality Duty, to advance equality and inclusion for all protected groups.

Our new plan was due to be approved at the end of the 2019-2020 financial year, however the pandemic and the immediate response required by the Council meant that it was not formally agreed until October 2020. 2020-2021 was the first year of delivery against our objectives. We chose 7 Strategic Equality Objectives, and, despite the challenges posed by the pandemic, we have been able to show good progress against them. The following summary includes information that we gather to meet the reporting requirements of our 4-year plan. Our chosen objectives are:

**Equality Objective 1** – Service Planning and Delivery – Understand and remove the barriers people face when accessing services

**Equality Objective 2** – Education, Skills and Employment – Improve education opportunities for all

**Equality Objective 3** – Community Cohesion – Promote and facilitate inclusive and cohesive communities

**Equality Objective 4** – Inclusive Engagement and Participation – Engage with citizens to encourage participation, to have their voices heard when planning service delivery

**Equality Objective 5** – Welsh Language – To ensure the Welsh speaking public can access services that comply with the statutory requirements

**Equality Objective 6** – Inclusive, Diverse and Equal Workforce – Create a workforce which reflects and respects the diversity of the communities within the county borough

**Equality Objective 7** – Reducing the Gender Pay Gap

## Progress against the Objectives and Actions:

### Equality Objective 1 – Service Planning and Delivery – Understand and remove the barriers people face when accessing services

This objective focuses on the provision of accessible and inclusive services to the citizens of the county borough. We will achieve this by continuing our engagement with service users to identify and eliminate barriers to services.

Barriers experienced by groups and individuals may include, accessing information in appropriate formats to suit their needs, mental health difficulties, transport, unemployment or accessibility to technology. Service areas should implement plans and strategies collaboratively to successfully address and remove identified barriers.

Education, health & mental health services, housing, social services and transport are areas which we wish to improve upon.

Empowering groups with protected characteristics to be able to access the services they need is a key focus for the Council.

#### Action 1

Deliver on the principles in the Customer and Digital Strategy - connect technology and knowledge to deliver excellent customer experience and opportunities

#### Progress

All services and processes are developed and delivered with a customer focus. Covid-19 has meant the development of online forms has become more focused. Forms follow a standardised approach so customers are familiar with the design. All forms are developed for the web (digital by default), then tweaked to be used via telephone and face to face.

Automation has improved the customer experience for Supporting People referrals, Free School Meals and Pupil Development Access Grants, enabling 1000's of service requests to be processed without the need of human intervention. This has allowed staff to be free to deal with responding to Covid-19 and supporting our most vulnerable residents.

Customer Services Standards are embedded and these are used as part of Customer Services coaching.

The Council uses different methods of communicating information to the public. These methods include the Council's website and multiple social media platforms.

	<b>Follower s</b>	<b>Posts</b>	
<b>Twitter</b>	20,345	5,442	(50% are in Welsh)
<b>Instagram</b>	3,560	208	(Bilingual and Welsh)
<b>Facebook</b>	25,984	4,761	(Bilingual and Welsh)
<b>LinkedIn</b>	5,908	366	(Bilingual and Welsh)

Another method the Council uses to convey messages is a free subscription service for Gov Delivery Email Bulletins. By registering for this service residents receive key Council information direct to their email address, with hyperlinks included to take the reader to further information.

## **Gov Delivery Data for 1 November 2020 to 31 October 2021**

### **Welsh**

- 97 email bulletins sent
- Subscribers have increased from 344 to 676 (+99.40%)
- Engagement rate (those who opened and clicked on a link in a bulletin) 47.4%
- Impressions 3,299 (clicks on links)
- 1,277 subscriptions +512 +66.93%

### **English**

- 107 email bulletins sent (10 were internal, for staff only)
- Subscribers have increased from 36,180 to 39,734 (+10.70%)
- Engagement rate (those who opened and clicked on a link in a bulletin) 70.20%
- Impressions 1,400,000 (clicks on links)
- 164,094 subscriptions +20,307 +14.12%

## **Action 2**

Ensure our staff have the necessary skills to deliver digital services – *linked to Staffing, Skills and Development Theme*

### **Progress**

This action has been included in one of the Corporate Reviews currently being undertaken, however due to the pandemic there is no progress to report.

## **Action 3**

Explore and consider adopting the Communication Access Symbol to ensure information is provided using different formats and languages including BSL

### **Progress**

We have a team member who can converse in BSL. Pre-Covid-19 this staff member has supported interpretation at meetings at Penallta House for both Customer Services and other Service areas where sign language was needed. During Covid-19 where a need has been identified the staff member has undertaken meetings that have been required for customer services via Microsoft Teams to enable communication via BSL.

## **Action 4**

Upskill citizens to enable greater use of digital technology to address digital exclusion

### **Progress**

During the 2020-2021 academic year there were 65 enrolments on digital literacy/ICT courses in our adult education service. We were unable to run our Digital Friday's sessions in local libraries as they remained closed due to the pandemic.

A device loan scheme was set up whereby learners and participants can loan laptops, iPads, or Chromebooks whilst on a Caerphilly Adult Community Learning (ACL) programme or engaged with European Social Fund (ESF) provisions. Devices were purchased through Welsh Government funding.

## **Action 5**

Identify service needs of specific user groups; what barriers prevent access; and what actions are required to remove those barriers – use complaints and compliments

### **Progress**

Caerphilly ACL were awarded £50,000 from the Digital Transformation Fund to run a regional piece of research to deep dive into understanding Digital Exclusion. The research looked at the number of people with/without digital devices; the number of people with and without connectivity; and how long it takes to become digitally literate. The region consisted of Caerphilly as lead, Blaenau Gwent (Aneurin Leisure), Monmouthshire, Rhondda Cynon Taff, Torfaen and the Vale of Glamorgan. The report can be accessed here:

<https://www.caerffili.gov.uk/Dogfennau-Caerffili/Newyddion/Mynd-ir-Afael-ag-Allgau-Digidol> (Welsh)

<https://www.caerphilly.gov.uk/CaerphillyDocs/News/AddressingDigitalexclusion> (English)

People Services will continue to review complaints and compliments and look for learning opportunities relating to barriers to our service. HR and Communications will support other service areas as appropriate.

A new authority complaints process is currently being developed. This will standardise the approach to complaints across the authority, and will monitor that complaints are being dealt within timescales. The system will also produce the information we need to learn from complaints and improve our services as an authority.

Complaints officers have been advised that an additional column will be added on our complaints database to identify which complaints and compliments include equalities or Welsh language issues.

Equalities and Welsh language complaints data forms part of the quarterly reporting to the Governance and Audit Committee as part of the Corporate Complaints process where appropriate, and the Senior Policy Officer (Equalities, Welsh Language and Consultation) now sits on the corporate Learning from Complaints Group that meets quarterly to discuss specific and cross-cutting complaints.

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.

During 2020-2021 we received 5 equalities and Welsh language related complaints and they are broken down as follows:

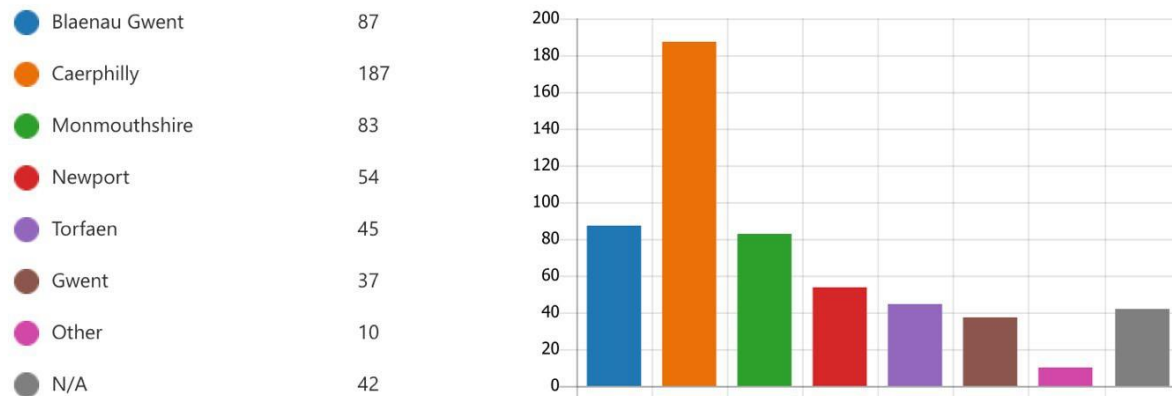
<b>Category</b>	<b>Detail</b>	<b>Outcome</b>
Disability	Disabled parking space	Response sent, shortcomings identified and addressed and apologies conveyed. Audit of process undertaken and report sent to the Ombudsman.
Disability	Vehicles parking on pavements	Response sent and complaint referred to the Police to consider enforcement action
Race	Racial abuse in school	School contacted the parents of the perpetrator to discuss the incidents. School arranged a police liaison officer visit to class to address racial discrimination. Family of victim supported and guided through the discriminatory incidents procedure so that any future incidents are reported and recorded.
Welsh	No response received to Welsh correspondence	Response sent in Welsh apologising for delay
Welsh	Letter from Chief Executive and Leader sent in English only	Explained the Welsh Language Standards to the complainant. Welsh version of the letter was published the following day once translated.

Also recorded were sixteen equalities and Welsh language service requests, and they are broken down as follows:

<b>Category</b>	<b>Detail</b>	<b>Outcome</b>
Equalities	Text on council's Community Cohesion and Hate Crime webpage required updating	Text on webpage was updated and a link to the webpage included in response
Welsh	Letter to staff from Chief Executive was sent in English only	Correspondence to all staff will be bilingual
Welsh	Typing errors in retweeted post	Tweet belonged to a third party who were contacted to correct and update the post
Welsh	Translation on temporary signage incorrect	Contractor signage. Sign corrected. Council designed guidance which was shared with staff and contractors ( <b>Annexe 4</b> )
Welsh	Text on temporary signage almost completely in English only	Contractor signage. Sign corrected. Council designed guidance which was shared with staff and contractors ( <b>Annexe 4</b> )

Category	Detail	Outcome
Welsh	Clarity required regarding translation on road signage	Copy of internal Translation Guidance sent and staff reminded to check signage with the Translation Team
Welsh	English only social media post during Christmas shutdown	Measures put in place to ensure that there is a translation resource available in future
Welsh	Problem requesting parking permit through the medium of Welsh via website	IT Services notified and the issue resolved

The Armed Forces Covenant is due to come into law for Housing, Health and Education by December 2021. This added layer of legislation means that it is important that staff are trained on the Armed Forces Covenant. To date 187 staff from various roles within the local authority have attended the training. The Integrated Impact Assessment toolkit has been amended to reflect this cohort.



## Action 6

Ensure the Council's website and intranet is accessible so that people with disabilities can still engage

## Progress

Accessibility Regulations which came into force for public sector bodies on 23 September 2018 means that all public sector web sites and mobile applications will need to meet certain 'accessibility standards' and that all documents that go on the website must be 'accessible'

Work was undertaken to make the current website 97% accessible in line with standards (at the start of the exercise we were only 54%). All new material is not published unless it meets accessibility standards. Committee services are still working through retrospective committee documents published online to ensure they are compliant.

A new website and digital workspace is being developed and when in place will be fully compliant with accessibility standards.

More than legislation, we want our communications to be 'accessible' and inclusive to all our citizens and we want our communications to be understandable and reach all potential audiences. There are easy ways to check our documents and simple ways to make them accessible and to help officers, we have placed a wide range of resources on the Council's Intranet to help our staff do this.

We have set up an Accessibility Working Group with representatives from most service areas, so if officers require any particular help or support they can contact the department representative from that group who can assist.

### **Action 7**

Improve the collection and recording of equalities monitoring information of our citizens across council services

### **Progress**

The equalities monitoring section for public consultation exercises has been updated and standardised and shared with officers.

### **Action 8**

Collect equalities monitoring information for compliments and complaints

### **Progress**

Complaints officers have been advised that an additional column will be added on our complaints database to identify which complaints / compliments include equalities/Welsh language issues.

### **Action 9**

Survey the council's building stock (and schools) in relation to accessibility using the Local Access Group

### **Progress**

No visits done due to Welsh Government Covid-19 guidance and schools being closed to visitors to manage infection risks.

### **Action 10**

Survey polling stations in relation to accessibility using the Local Access Group

### **Progress**

No visits done due to no elections during 2020-2021.



## **Equality Objective 2 – Education, Skills and Employment – Improve Education Opportunities for All**

The primary aim of this objective is to ensure that our communities are well equipped to secure sustainable and well-paid employment as a means of preventing poverty. Through ensuring our citizens are ready to enter the working environment we will prevent long term problems associated with low skills and un-employability.

*‘Improve Education opportunities for all’* as detailed in the Council’s Corporate Plan, will be delivered using outcomes identified within the Shared Ambitions 2019-2022 Strategy. This strategy outlines the Council’s commitment to work with schools and the Education Achievement Services (EAS) to improve educational attainment and achievement.

Increasing the number of citizens accessing education, training and employment will positively contribute to creating cohesive and resilient communities that will thrive. The skills agenda is fundamental to the economic development and economic prosperity of the nation, Cardiff Capital Region and Caerphilly County Borough.

Key to this will be focussing our work on reducing the number of young people who are not in employment, education and training, eliminating the economic inactivity gap; identify the skills gaps and shortages in priority sectors, increase the number and quality of apprenticeships and improve people’s perception of apprenticeships as a route into well-paid employment.

### **Action 1**

Improve the skills of citizens by providing opportunities to gain qualifications and support to obtain employment

### **Progress**

The Council’s Employability projects provide all participants with the opportunity to gain work related qualifications and courses. They also provide the opportunity for participants to improve their basic skills.

Fair work principles are embedded in our employability support projects which seek to match people with protected characteristics, carers and adults with responsibility for children with opportunities and working hours that suit them.

Between April 2020 and September 2021, covering the Covid-19 period, the Adult Community Learning (ACL) service delivered the following courses:

#### **Coleg Y Cymoedd Franchise:**

- Independent Living Skills (ILS – adults with Additional Learning Needs (ALN)) - (online and support packs / work booklets x 4) – 60 enrolments

#### **Coleg Gwent Franchise (Essential Skills):**

- Digital Literacy/ICT (online) - 65 enrolments
- ESOL (online) – 18 enrolments

- Literacy (online and support packs) – 13 enrolments
- Engaging with ACL (online and support packs) – 84 enrolments
- Summer School (face-to-face) – 52 enrolments

A total of 292 enrolments\* (\*some individuals attended more than one course).

### **Highfield Qualifications**

- Classroom (low number) courses
- 45 courses with 120 learners achieving qualifications in total

### **Online Portal (LMS) learners**

- 8 in total – 319 qualifications achieved, 40 in progress, 98 not started the course.

Through investing in our educational and housing stock, and providing apprenticeships, training opportunities and work placements within our organisation, we will increase the number of local citizens who are skilled and qualified workers and contributing to Community Benefits.

Very little progress was made in regards to the Welsh Housing Quality Standard work during 2020-2021 due to the Covid-19 pandemic. Many housing staff were redeployed to assist with the council's Buddy Scheme and Free School Meal deliveries.

**256 participants supported into employment (across all CCBC employment programmes)**  
**189 participants supported to gain qualifications.**

Training courses and opportunities for gaining qualifications covered a range of subject areas. Work carried out with local employers to develop and deliver successful training pathways (including guaranteed interviews) within specific sectors (Contact Centre and Hospitality) as part of planning for pandemic recovery.

Despite these outcomes, Training figures for the period were lower than expected. Many training providers were not running courses during the earliest lockdown phases; and the limited provision that was available was delivered online, excluding those with lack of digital skills and/or appropriate equipment. In addition, many accredited courses and licences, which are a requirement of specific vocations, were not able to be granted without assessment conducted face to face, which was not an option during the strictest lockdown periods.

## **Action 2**

Develop support for Adult Community Education to deliver digital literacy courses that will support local employability programmes

## **Progress**

### **Coleg Gwent Franchise (Essential Skills):**

- Digital Literacy/ICT (online) - 65 enrolments

### **Action 3**

Aim to reduce the impact of poverty by supporting citizens into improved employment opportunities and conditions

### **Progress**

The CCBC Employability projects support participants to improve their employability skills, confidence, motivation and to manage their expectations in relation to finding sustainable employment. The projects also assist participants to progress in employment by increasing their work related skills and help those who are underemployed to find work more suited to the skills and experience.

Participants on the CCBC Employability Programmes will be invited to attend group information sessions held in partnership with Services and Organisations to apply for jobs in certain sectors that have been affected by the COVID-19 Pandemic. Participants will meet employers and then be supported to gain qualifications and the skills along with interviews to fill the gaps in these certain sectors.

Participants will be supported by the team of Mentors to reach their goals and reduce barriers to gain qualifications that make them more employable to apply for jobs in their chosen career pathways.

Participants will continue to be referred to the CCBC Employability Programmes and assessed by the assigned Mentor so barriers can be reduced for the participant to gain sustainable employment.

All CCBC Employment programmes will be advertised in different formats for participants to access information so they can self-refer or be referred by a third party for support to upskill or gain sustainable employment.

The suite of employment support programmes available seek to support and empower individual participants to achieve fair work; or in the case of Working Skills for Adults (WSfA) and Nurture, Equip and Thrive (NET), to upskill and improve the employment opportunities for those that are already in work. In particular, the NET programme aims to increase the ownership of generic, transferable skills across the workforce through community-based provision, helping to improve the opportunities for low skilled workers to sustain employment and increase their earning potential.

The vast majority of NET outcomes within CCBC relate to new jobs for individuals, either increasing hours or pay, or both; in addition to contractual improvements such as moving to a more stable contract.

From March 2020, the breakdown of the types of support offered by the NET project (towards achieving fair work) are as follows:

- 36 participants achieved increased wage/hours/responsibility as a result of a new role
- 10 participants had improved contracts including a move to Permanent or Full time hours
- 8 participants were supported to achieve increased wage/hours/responsibility or promotion in their existing role

- 6 participants achieved improved wellbeing due to changes in their employment, including greater flexibility etc.
- 5 participants were supported to gain an additional role to supplement existing employment hours

In addition to NET, the Working Skills for Adults (WSfA) project provides support in terms of upskilling opportunities for participants across the Borough who are in work and have either no qualifications or low-level qualifications, as a route to progression (including progression towards fair work).

Alongside NET and WSfA, which support those already in work to achieve improved (or “fair”) working conditions as outlined above, the Communities for Work (CfW), Communities for Work Plus (CfW+), Bridges into Work (BiW) and Inspire 2 Work (I2W) programmes also support *unemployed* individuals to secure work, through the provision of intensive mentoring to address barriers, source relevant training and improve employability skills such as developing an appropriate CV and interview skills. Whilst the types of work that individuals may secure is varied and wide-ranging, the aim of employment mentors will always be to support participants to access employment that is sustainable and fair – and this will be done at the point of job searching and application (through close working with the Business Liaison team), but also through the provision of ongoing in-work support for a period after commencing work, to support with any issues that may arise in the first weeks, which may include issues related to fair work (such as health and safety concerns, salary or working hour negotiations, accessibility etc.). Often this support may be in the form of empowering the individual to address these issues directly with their employer, but it may also constitute working with the Business Liaison team to contact the employer.

Within the employment teams, we also have specific initiatives or activities to promote awareness, increased knowledge and develop specific support relating to certain barriers, so that individuals experiencing these barriers may be supported to achieve fair work.

### **Support for customers with disabilities and work limiting health conditions**

Employment programmes also continued to provide excellent support for customers with disabilities and work limiting health conditions, despite the fact that the pandemic and subsequent increased risks to health exacerbated barriers for many of these individuals. For example, the Communities for Work Plus programme met Welsh Government targets for supporting those with disabilities, with 20% of all job entries relating to participants with either a disability or work limiting health condition.

Through investing in our educational and housing stock, and providing apprenticeships, training opportunities and work placements within our organisation, we will increase the number of local citizens who are skilled and qualified workers and contributing to Community Benefits.

Very little progress was made in regards to the Welsh Housing Quality Standard work during 2020-2021 due to the Covid-19 pandemic. Many housing staff were redeployed to assist with the council’s Buddy Scheme and Free School Meal deliveries.

## **Action 4**

Meet the targets set within the local employability programmes by upskilling and supporting citizens into well-paid work

## **Progress**

All projects are working towards their targets although Covid-19 has had a massive impact on all projects, including staff redeployed to many different service areas. The UK government initiative with Serco has also had an impact on participant engagement numbers.

The Council's Employment Managers continue to hold positive meetings to build positive relationships so no duplication is delivered across all programmes in Caerphilly with other funded Employability Programmes. Meetings will be held on a quarterly basis to discuss, caseloads, targets, any concerns or issues.

Despite the major challenges to employment presented by the pandemic, the Council's employment programmes continued to deliver a high-quality employment support service which supported customers into employment throughout the year. Whilst these challenges did ultimately result in outcomes falling below target across the various employment programmes, it is felt that this can be reasonably explained given the unprecedented circumstances of the reporting period.

In particular, outcomes relating to Economically Inactive participants, those aged 25+ and those from the most deprived communities have been the most negatively impacted. Whilst all customers have experienced increased barriers as a result of the pandemic, these groups in particular have been disproportionately impacted due to factors including childcare/home-schooling considerations and also by shielding due to increased medical vulnerability.

### **Positive Outcomes for 16-24 age group**

The picture in terms of young people (aged 16-24) was far more positive, with delivery generally running according to profile. This is of particular importance given that this age group were determined to have been most at risk with regards to employment prospects as a result of the pandemic.

Despite falling below profile in some areas as outlined above, employment programmes still achieved the following headline outcomes in 2020/21, representing very real successes for those customers who felt able to engage throughout the pandemic. The impact of gaining employment is significant and presents a very clear route of poverty and social exclusion for many customers in deprived communities. For those customers who may have become unemployed as a result of the pandemic and were then supported back into employment, these outcomes may have prevented a long-term reliance on benefits and potential other issues including debt and housing concerns which may arise from longer-term unemployment.

The following figures represent stats from all of the Council's employment programmes (funded by both WG and ESF):

- **Total Participants Supported**      **718**
- **Qualifications Gained**              **78**
- **Vocational Training**                  **56**
- **Voluntary Placements**              **6**
- **Job Entries**                              **256**

*(Please note: these figures may include some double counting of participants due to customers becoming eligible for different programmes at different stages; however each outcome claimed represents a separate event).*

Regular meetings will be held with the Managers and Partnership Manager from the Department for Work and Pensions (DWP) to support participants to the right programme, so they are eligible for the right support and supported into paid work.

Employment Managers will continue to attend the Regional Skills Partnership meetings to work in partnership with other Local Authorities to address needs and paid opportunities across the Cardiff Capital Region.

## **Action 5**

Through investing in our educational and housing stock, and providing apprenticeships, training opportunities and work placements within our organisation, we will increase the number of local citizens who are skilled and qualified workers and contributing to Community Benefits

## **Progress**

Very little progress was made in regards to the Welsh Housing Quality Standard work during 2020-2021 due to the Covid-19 pandemic. Many housing staff were redeployed to assist with the council's Buddy Scheme and Free School Meal deliveries.

## **Action 6**

To further develop an inclusive approach to apprenticeships

## **Progress**

Enhancing the provision of apprenticeships, work placements and work experience opportunities is one of the actions within the Workforce Development Strategy 2021 – 24, with a timescale of delivery by the end of 2021-2022. Work is ongoing to achieve this target.

The Council has committed £500k to the appointment of Apprentices in 2021 and work is being undertaken to identify how many business cases can be supported with match funding, to support more apprenticeship opportunities.

Very little progress was made in regards to the Welsh Housing Quality Standard work during 2020-2021 due to the Covid-19 pandemic. Many housing staff were redeployed to assist with the council's Buddy Scheme and Free School Meal deliveries.

## **Equality Objective 3 – Community Cohesion – Promote and facilitate inclusive and cohesive communities**

Community cohesion as defined in Welsh Government's **Community Cohesion National Delivery Plan 2016-17** (latest document) is described as the ability of all communities to function and grow in harmony together rather than in conflict. It aims to build communities where people feel confident, that they belong and are comfortable mixing and interacting with others, particularly with different people and people with different protected characteristics.

Caerphilly adopts the principles that a cohesive community is one where:

- there is a common vision and a sense of belonging for all communities;
- the diversity of people's backgrounds and circumstances is appreciated and positively valued;
- those from different backgrounds have similar life opportunities;
- strong and positive relationships are developed between people from different backgrounds and circumstances in the workplace, in schools and within neighbourhoods.

When we refer to 'communities' we are often describing a geographical neighbourhood, but the term community may also be used to define individuals who share a protected characteristic (for example ethnicity or culture, age group, religion or belief, sexual orientation, language, gender) or interests.

### **Action 1**

Raise the profile for discriminatory incidents reporting in schools through further staff training

### **Progress**

Further training sessions were delivered to pastoral leaders' forum and booked onto Primary Head Teachers forums (the latter was postponed as a result of Covid-19 closures and will be rebooked in spring 2022). Advice has been given to 5 primary schools in relation to queries about thresholds for reporting.

### **Action 2**

Evolve the regional integrated approach, to improve the health and well-being of individuals and families subjected to violence against women, domestic abuse and sexual violence

### **Progress**

We have VAWDASV (Violence Against Women, Domestic Abuse and Sexual Violence) training in place, which all employees must undertake Group 1 as a statutory requirement. This is currently available online for staff, further training of Group 2 is available for those in jobs where VAWDASV may be an issue for their client group, who are in a position to 'Ask and Act'. There is availability for further groups then such as Group 6 which is for senior leaders and elected members.

### **Action 3**

Advocate community diversity work with services and partners to celebrate equality of difference by championing commemorative and celebratory dates (i.e. Refugee Awareness Week, Holocaust Memorial Day, Hate Crime Awareness Week)

### **Progress**

Whilst the challenges of lockdown have prevented the usual methods of delivering cohesion activities, it has also provided the Gwent Community Cohesion Team with opportunities to explore engagement via digital means. For instance, our campaigns relating to equality related commemorative dates - Black History Month, Refugee Awareness Week, LGBTQ+ History Month – have focused more than ever on a digital platform and this has allowed us to have a more interactive social media presence.

Additionally, community diversity work throughout this period includes; Awareness campaign conducted on social media and competitions launched throughout West Gwent Schools re Black History Month and Hate Crime Awareness Week.

Hate Crime Awareness Week activities overview – collaboration with Gwent Dragons to promote Hate Crime Awareness Week at their home match during the week. This included match day programme information, loudspeaker announcements, Hate Crime Awareness Week banner picture with players before kick-off. This also included sponsoring match balls, selling Hate Crime Awareness Week t-shirts from a locally hosted competition and presenting winners of this competition with Gwent Dragons merchandise.

The Gwent Community Cohesion Team also purchased and are circulating beer mats to all affiliated rugby clubs across the west Gwent region. The beer mats contain the Gwent Dragons equality logo and the hashtags #RugbyForAll #RugbyAgainstRugby #HateHurtsWales

We have also allocated funding to third sector organisations and supported them to deliver their activities throughout the week, which included supporting Menter Iaith Caerffili with their proposal.

During this time we have also explored other ways of communication and storytelling and are now developing a local podcast that explores themes of ethnic and cultural diversity - allowing a new way to engaging and championing lesser heard voices.

### **Action 4**

Engagement – develop a minority communities citizens panel as a means to improving the engagement with lesser heard voices

### **Progress**

Due to Covid, we have needed to concentrate on engaging with seldom heard groups through existing networks where good relationships have already been established. We have established good relationships with several groups e.g. Caerphilly People First, Caerphilly Parent Network, Menter Iaith Caerffili etc. and will continue to expand these network contacts across a wider range of groups to ensure all those protected



characteristics groups are engaged more effectively. This action will be worked on once the pandemic has allowed group to meet safely face to face.

## **Action 5**

Community cohesion team will work with LEA and partners to develop improved equities practices and anti-discrimination work in schools. (This will include training to staff, raising the profile of discriminatory incident recording, support for schools to develop the inclusion of equalities work in the curriculum through schools workshops and a schools swap project linking a local school to one in a different and contrasting area)

## **Progress**

Community cohesion forum delivered sessions to 4 primary schools prior to Covid-19 closures. Schools swap programme was not possible due to Covid-19 restrictions. 1 primary school has been highlighted in an ESTYN good practice report in relation to their equalities work. 7 Caerphilly schools are involved in the Welsh Government Hate Crime project, which involves training for teachers and workshops for pupils. Gender variance training has been delivered and a draft toolkit is ready for consultation.

A proportion of the Community Cohesion Grant was earmarked to work on preventative approaches, this included supporting the work of anti-racism charities such as Show Racism the Red Card (10k earmarked for this project) as well as undertaking class room anti-discrimination initiatives ourselves.

Prior to lockdown the Gwent Community Cohesion Team liaised with a host of schools across the West Gwent region, delivering anti-discrimination workshops to over 500 pupils. These sessions support schools in promoting equality and awareness and focused on positive messages about diversity, the sessions also helped to inform teachers with regards to what constitutes hate related bullying.

In the lead up to lockdown and in the event of a prolonged period of working from home – we recognised that this presented new challenges, particularly with regards to how we engage children and young people - but this also provided an opportunity to develop resources/lesson packs and off the shelf products, which could support anti-discrimination workshops/school assemblies online. And whilst duties have changed in the short/medium term – i.e. less school focused and less public facing - the Team were given an opportunity to plan (and deliver in a different way) how we mark future commemorative dates which support messages of inclusion. This has resulted in developing a suite of activities (campaign approaches/pop ups/ materials, links to be shared via the local authorities' social media) and these activities have allowed the Gwent Community Cohesion Team the opportunity to roll awareness out across the region on a digital platform.

## **Action 6**

Engage with EU nationals with regards to the EU Settlement Scheme

### **Progress**

We pooled EU Settlement Scheme (EUSS) funding with Torfaen, Monmouthshire, Newport and Blaenau Gwent Councils to provide a radio advertisement for the EUSS, which ran until the closing date (30<sup>th</sup> June 2021). The superintendent registrar helped individuals apply for the scheme within Caerphilly county borough.

The additional capacity of two Regional Community Cohesion Officers has allowed for more operational support to proactively engage minority communities. Throughout this reporting period the Gwent Community Cohesion Team have maintained regular engagement with groups vulnerable to harassment (in relation to Brexit) for example; EU citizens, BAME communities, and other protected characteristic groups - helping to gather intelligence and disseminate information on citizens' rights and to signpost citizens onto advocacy services.

Throughout this period, we have prioritised awareness raising of the EU Settlement Scheme (EUSS) and have worked collaboratively with partners such as Citizens Advice Bureau, Ethnic Minorities and Youth Support Team (EYST), alongside Police and Registered Social Landlords – in utilising local networks, resident newsletters and social media to increase awareness.

We have also supported (via the Community Cohesion budget) the dissemination of EUSS literature and have made available in multiple EU languages – information which has been distributed across the region to all departments, schools and community buildings.

We have also hosted drop in sessions at libraries to promote the scheme, and we have utilised the EUSS funding (made available by Welsh Government) to purchase online advertisement space, to commission a radio advert (the Capital advert ran until the close of the scheme) and, we have coordinated online seminars for communities and services leads to learn more about how to apply for the EUSS and on EU citizens' right post the close of the scheme. We also established the 'We are digital' services in all boroughs of West Gwent, meaning local libraries had the ability to assist those making an application.

## **Action 7**

Monitor community tensions – link with Partners and take proactive steps to mitigate tensions from escalating in the community

### **Progress**

The team have been identifying and mitigating community tensions (hate crime, extremism, anxiety, anti-social behaviour) relating to Brexit and Covid, and the additional capacity of two regional Community Cohesion Officers has allowed for more operational support to proactively engage minority communities. Throughout this reporting period the Cohesion Team have maintained regular engagement with groups vulnerable to harassment for example EU citizens, BAME communities, and other protected characteristic groups.

Cohesion Officers are represented at appropriate local forums – where cohesion/ tension monitoring is a standard item on the agenda of community safety partnership meetings, and to date our involvement at these forums has covered migration patterns, hate crime and social media monitoring. This has helped direct the team's efforts to target and mitigate tensions for instance school anti-discrimination workshops, community mediation -with regards to neighbour disputes, where we have worked with Police regarding ongoing community disputes - and establishing counter narrative on social media (linked to commemorative equality related themes/campaigns).

On a weekly basis details of all hate crimes reported into Gwent Police are forwarded to the Cohesion Team, this is monitored and anything of note is discussed at the appropriate forums. Partnership meetings are the main platform for monitoring/ capturing community tensions and partnership relationships are a particular strength. We also monitor social media (open source) platforms and work with communications teams and community safety to mitigate and, where appropriate, target counter narrative. Tensions have largely been Covid related; with anti-Vax rhetoric continuing to cause mistrust in the vaccination programme and far right narrative centred on migration and global resettlement.

## **Action 8**

To continue support for the LA's engagement with the UK Resettlement Scheme

## **Progress**

Throughout this reporting period the Gwent Community Cohesion Team have continued to support Local Authorities with their participation in the Vulnerable Persons/Children Resettlement programmes (now known as the UK Resettlement Scheme). This has ensured Local Authorities have the capacity to meet emerging needs, and more recently this has included the emerging issue of Afghan resettlement. Earlier this year (2021) the Afghan Relocation and Assistance Policy, which was developed as a consequence of NATO forces withdrawing from Afghanistan, placed anticipation for Local Authorities to play a part in supporting new arrivals. The policy was changed to include all Refugees and Asylum Seekers as we are now running a UK Relocation Scheme (UKRS). In response we were able to mobilise quickly, and as a region we have already resettled 4 families (West Gwent). Caerphilly remains one of the lead authorities in supporting the Welsh efforts and across West Gwent Local Authorities we have pledged to resettle up to 20 families.

As part of the daily support extended to these scheme the Gwent Community Cohesion Team also managed the contracts for ESOL support - which has been procured to ensure all families are in receipt of consistent provision, and the case worker contract delivered by Displaced People In Action (DPIA).

## **Equality Objective 4 – Inclusive Engagement and Participation – Engage with citizens to encourage participation, to have their voices heard when planning service delivery**

The availability of information in various formats is essential in ensuring that all citizens are able to participate in any or all engagement exercises. Whilst advances in technology enable us to provide information in digital formats, there continue to be barriers that prevent citizens from engaging. Transport, mental health, socio-economic status, low literacy and numeracy skills and particular difficulties experienced by hard to reach or seldom heard groups, are some of the barriers that continue to prevent citizens from engaging with the council and wider support services.

This Objective is reflected in one of our Corporate Objectives that looks at how we can 'Support citizens to remain independent and improve their well-being'. It includes supporting people to help themselves by providing comprehensive advice and guidance including signposting to other services. It's about having meaningful conversations with people to help them identify what matters to them, which will inform services to suit their needs.

### **Action 1**

Support citizens to 'help themselves' by providing comprehensive advice and information, including signposting to other services

### **Progress**

Progress has been made in a number of key areas:

**Employability projects** sign post service users to many other services including internal partners e.g. Supporting People, Caerphilly Cares, Community Education as well as external partners Job Centre Plus, Careers Wales, MIND, Remploy and many more.

Within Social Services, the **Information, Advice & Assistance Team** provide comprehensive guidance and signpost to alternative and more appropriate services and the **Dewis Cymru** website aims to help people with their well-being and provides information and advice for adults and their carers.

The **Early Years** website is being developed from the family perspective to ensure information is easy to find and linked to wider partner sites to ensure families have the most relevant updated information. Dewis is now being used for **Family Information Service (FIS)** Childcare searches to ensure a comprehensive national database for searching beyond the Caerphilly borough boundaries.

The **Early Years** model has been extended borough wide to ensure families who need support for their child's development and family circumstances are able to do so. This has removed barriers for many vulnerable families who lived outside of Flying Start areas. While funded childcare is not available for all families, there is access to antenatal programmes, family support, early language development, child development and early support for developmental delays.

In South Wales there are currently over 120 organisations supporting members of the **Armed Forces Community (AFC)**. Many of these organisations are third sector or voluntary groups who rely on not only members of the AFC but the general public to volunteer their time to help. While many organisations offer excellent development packages in ensuring their staff/volunteers are suitably trained to support those in need, many groups do not have the resources (funds), capacity or access to training to do this. In 2020 we were successful in receiving £19,440 from the **Armed Forces Covenant Fund Trust** to offer those working with and/or members of the Armed Forces Community access to Mental Health First Aid Training and other Mental Health Courses including Your Mental Wellbeing Toolkit and Family Applied Support to Trauma.

Individuals trained in **Mental Health First Aid** can help to assess, listen, give support, encourage support from others, and signpost to other relevant services, when someone is in crisis and needs help. To date over 130 people have been trained on these courses.

## **Action 2**

Have 'meaningful conversations' to help citizens identify what matters to them to inform outcome focussed planning

## **Progress**

One example of where progress has been made is in relation to the **Early Years Integration Transformation Programme**. This has been moving forward in the last year to develop a borough wide early years model antenatal to 7 years. The Early Years Hub now incorporates the Family Information Service team plus wider professionals to support families have the right support at the right time to meet their needs. Frontline staff have trained and are implementing "What Matters" conversations with families to support a strength-based approach with interventions to meet the family's needs and not just give a menu of services to meet wishes. The "What Matters" approach aims to build a relationship with the family to understand root causes and not just superficial symptoms to support the building of family resilience and move away from reliance on services.

## **Action 3**

Identify and support carers

## **Progress**

Social Services provide a dedicated Carers Support Service which covers both adult carers and young carers. Information, advice, support groups, activities and community events are all publicised through electronic newsletters and mail drops.

#### **Action 4**

Embed the *Consultation and Engagement Framework* into all consultation exercises undertaken by council services to ensure key stakeholders are consulted with and given time to respond

#### **Progress**

The framework was adopted in February 2020. Training on Effective Consultation and Engagement was delivered in April 2021 to the Management Network and other officers involved in public engagement work across the organisation.

#### **Action 5**

Identify service needs of specific user groups; what barriers prevent access; and what actions are required to remove those barriers

#### **Progress**

The development of the **Early Years** model has been part of a system thinking approach in the last two years. Families and stakeholders have helped us to design the values and principles of the early years system, through sharing their own lived experiences, explaining what they valued from the support they had accessed, and highlighting the aspects which showed less value, duplication or bureaucracy. The family and stakeholder involvement was critical in developing a system based on values and principles and avoiding assumptions which caused unnecessary bureaucracy/paperwork.

All forms part of the assessment process in the employability projects. Communications will continue to support work driven by service areas.

#### **Action 6**

Review and update our key stakeholder groups within the county borough that represent protected characteristic groups

#### **Progress**

We have undertaken a thorough stakeholder analysis and maintain a stakeholder database that represent protected characteristic groups. This is regularly reviewed and updated. This database is shared with officers undertaking consultation exercises across the service areas. This database has been vitally important during 2020-2021 when, due to Covid restrictions we have needed to make additional efforts to ensure that people are given an opportunity to share their views on proposals and that the responses received are representative of the community.

**Action 7**

Review and strengthen internal processes for undertaking Integrated Impact Assessments and related consultation

**Progress**

The Council developed an Integrated Impact Assessment during 2020 to include Socio-economic Duty. See above. We also updated the questions asked around impact on Welsh Language in line with guidance published by the Welsh Language Commissioner relating to the Policy Making Standards.

**Action 8**

Ensure that activities related to service change and transformation embed the principles of good consultation with communities as part of 'The Caerphilly Conversation'

**Progress**

Caerphilly Conversation survey was the starting point for a new dialogue with communities. Many people put themselves forwards to assist in a new 'relationship' with the council. However, the intended face to face focus groups were delayed due to COVID.

## **Equality Objective 5 – Welsh Language – To ensure the Welsh speaking public can access services that comply with the statutory requirements**

Welsh language issues are not covered by the **Equality Act 2010** but have a set of standards under the **Welsh Language (Wales) Measure 2011**. These are detailed in the regulations approved by Welsh Government as the **Welsh Language Standards (No. 1) Regulations 2015**.

Internal working practices continue to evolve to ensure that the principle of language equality is respected in every aspect of service provision. To assist the council in meeting the requirements of the Welsh Language Standards and to meet the needs of the Welsh speaking population of the county borough, we work in partnership with organisations such as; Menter Iaith Caerffili, Fforwm Iaith, Welsh medium schools etc. This work is detailed in the county borough's **Five Year Welsh Language Strategy 2017-2022**.

We must comply with all agreed Welsh Language Standards as detailed in the **Council's Compliance Notice** to ensure that the Welsh-speaking population, whether they be staff, citizens, students or visitors can access the council's services in Welsh.

Our progress is recorded each year in the Welsh Language Standards Annual Report, which is published below for 2020-2021. The council's Cabinet approved publication of the report on 9 June 2021. To view the 2020-2021 report click [here](#).

### **Action 1**

Raise awareness amongst staff that come into contact with children and young people of the need to foster positive attitudes towards the Welsh language

### **Progress**

A presentation on the Welsh Language Standards, the Commissioner's annual audit and Welsh language in general was delivered to the Council's Management Network in December 2020. The session reminded senior officers of the requirement to comply with the Standards, links to other pieces of legislation and practical guidance on how to ensure services are delivered bilingually.

For Children's Services, all children that we work with are encouraged to engage in education and training and in relation to Children Looked After, their carers are clear about the need to promote Welsh language skills in line with the National Curriculum in Wales.

### **Action 2**

Develop bilingual leadership skills amongst young people to help them become community champions of the language within their communities

### **Progress**

No progress to date, delayed due to Covid-19 pandemic.



### Action 3

Promote the availability of bilingual services by ensuring Welsh speakers and learners within service areas wear an appropriate lanyards /badges

### Progress

We keep a stock of 'laith Gwaith' lanyards and badges for staff to request. They are requested on a regular basis and officers are aware of who to contact to receive them. All our frontline service officers have been given these resources to use.

We celebrated Diwrnod Shwmae on 15 October 2020 with an online campaign to raise awareness of the significance of the event. Service areas with social media accounts were encouraged to use #shwmaesumae and #shwmaecaerffili

On 18 November we celebrated 15 years of the laith Gwaith logo. We posted a number of messages via our social media channels to celebrate and raise awareness of the logo and internally with staff also, with an emphasis on the importance of wearing the badge or lanyard with the logo on it or by displaying a poster in our main reception areas.

For the second year we celebrated Welsh Language Rights Day on 7 December 2020. Again social media presence was key in raising awareness of the event and the rights of Welsh speakers when accessing services.



### Action 4

Support the development and promotion of a directory of Welsh medium services available locally

### Progress

A directory of Welsh language services was published in 2012. This requires updating and developed into an electronic version to make be more accessible. The directory will be reviewed and updated by working with Caerphilly Welsh Language Forum and Menter Iaith Caerffili.

Early years provision has been mapped and actions to improve Welsh language provision are given priority. Early Years Hub offers a bilingual service to families and has all available registered childcare including Welsh medium available to the public on the Dewis database search engine. Early Years commissions Menter Iaith to support our English medium settings to improve the Welsh offered in the setting as well as support Welsh learners to improve language in Welsh medium settings.

## **Action 5**

Ensure that Welsh medium events and activities are a part of the Council's community events programme

### **Progress**

Most Council run community events were cancelled during 2020-2021 due to Covid restrictions. However, Welsh medium events run by Menter Iaith Caerffili and other Welsh Language Forum partners have been promoted via the Council's social media and website.

A number of events provided by Menter Iaith Caerffili are run in partnership with council services, for example the Welsh medium Walking Group is supported by a Ranger from Countryside Services, and the Summer of Fun grant actively supported Urdd and Menter Iaith to offer summer activities through the medium of Welsh for children and young people.

## **Action 6**

Promote Welsh language as a recognised objective for managers, to enable them to map Welsh language provision across their service area and increase capacity where necessary

### **Progress**

A presentation on the Welsh Language Standards, the Commissioner's annual audit and Welsh language in general was delivered to the Council's Management Network in December 2020. The session reminded senior officers of the requirement to comply with the Standards, links to other pieces of legislation and practical guidance on how to ensure services are delivered bilingually.

Following this, a bespoke session was delivered to Procurement Services to provide an update on the implications of the Standards specifically in relation to procurement and the delivery of procurement services.

The employability programme delivers qualifications through the medium of Welsh should the participants require and internally, the Welsh language will continue to be promoted with staff wherever possible and we will continue to encourage increased capacity.

## **Action 7**

Consider the impact on the Welsh language when planning housing developments, in particular Welsh medium school places, street names etc.

### **Progress**

The majority of historical street names are monolingual. New street names are allocated on a 50/50 basis, however at present the bias is to Welsh street names to rectify the historic imbalance. The gazetteer can hold both English and Welsh addresses and where a street name is bilingual i.e. it has a bilingual street plate, it is held in both languages.

### **Action 8**

Ensure the council's website is fully bilingual and pages are monitored and updated in both languages on a rolling programme basis

### **Progress**

A working group meets on a quarterly basis to discuss any issues or concerns regarding the Council's bilingual website content. The Website is fully bilingual and no information is published without translation. It should be noted that there are very rare occasions where, due to the urgent nature of a communication, the English will be published first whilst awaiting translation, but these situations are infrequent.

### **Action 9**

Ensure the council's Intranet has a Welsh interface and menus in line with Standard 126

### **Progress**

The new Digital Workspace (new intranet) will be fully bilingual – specification has been signed off and about to go to tender.

### **Action 10**

Create a campaign to attract young Welsh speaking citizens into youth work, sport and art activities as leaders

### **Progress**

This is an action in the five Year Welsh Language Strategy. It requires partnership working. No progress to date, delayed due to Covid-19.

### **Action 11**

Work with young people to raise awareness of the Welsh language as a valuable skill for training and employment

### **Progress**

Working with Careers Wales, there were plans to deliver presentations to students in comprehensive schools in the county borough during 2020-2021, but they were cancelled due to Covid-19. Instead we produced a video on careers with the Council and skills required.

### **Action 12**

Hold an annual Welsh language jobs fair to raise awareness of the value of the language to employment in the Welsh public sector and the ability to contact the council in Welsh by telephone, face to face and by written communication

### **Progress**

Plans to deliver presentations to Year 11 students at Y G Cwm Rhymni during 2021-2022. Plans to hold a jobs fair delayed due to Covid-19 restrictions.

## **Equality Objective 6 – Inclusive, Diverse and Equal Workforce – Create a workforce which reflects and respects the diversity of the communities within the county borough**

Creating a workplace which is safe and inclusive promotes a positive working environment where staff feel valued and empowered, enabling them to provide high quality services to our citizens.

We need a greater understanding of the diversity of our workforce. To achieve this, collection of equalities monitoring data is crucial. Data must be captured at the beginning of the employment process and cleansed and updated on a regular basis.

Fairness at work and good job performance go hand in hand. Tackling discrimination helps to attract, motivate and retain staff and enhances an organisation's reputation as an inclusive employer.

Equalities and Welsh language training equips staff with the skills and understanding required to engage with citizens sensitively. Upskilling staff to have an awareness of protected characteristics ensures that citizens with specific needs, receive services that are accessible and compliant.

### **Action 1**

Develop online equalities training which will be mandatory for all staff and elected members

### **Progress**

In October 2020, Caerphilly Council became the first Local Authority in Wales to adopt the Unity Over Division Charter, joining with our Trade Union partners, to build a more inclusive and harmonious workplace. A briefing session for Members has taken place and is also now being rolled out to employees. For example, all Customer Service staff have completed the appropriate level of training required.

During 2020-2021 we delivered Unconscious Bias Training, sourced through Academi Wales. Funded via the Community Cohesion budget, 500 places were shared with Torfaen and Blaenau Gwent Councils. Of the 167 places allocated, 156 officers have taken up the course.

The enhanced provision of equalities training courses for staff and managers is one of the actions identified within the Workforce Development Strategy 2021–2024, with a timescale of Q3 2021-2022. Work is ongoing to achieve this target. The recently created Workforce Development Team will coordinate this work.

## Action 2

Implement the National Training Framework on violence against women, domestic abuse and sexual violence.

- % of workforce who have completed Basic Awareness training (Group 1) / No of staff completed Basic Awareness training (Group 1)
- % of identified staff who have completed Ask and Act training (Group 2)
- % of identified staff who have completed Enhanced Training (Group 3)
- Implement Refresher training when available and appropriate

## Progress

Good progress has been made over the last 12 months despite the complications of Covid-19 restrictions. This included a roll out to all schools and local virtual delivery of Group 2 courses. Staff have also been able to access the Group 2 regional courses delivered virtually. Delivery of Group 1 face to face sessions has been halted due to the Covid-19 pandemic.

The recently appointed Workforce Development team will now be responsible for coordinating the implementation and reporting of this training.

- 60% of workforce who have completed Basic Awareness training (Group 1) / No of staff completed Basic Awareness training (Group 1)
- 7.75% of identified staff who have completed Ask and Act training (Group 2)
- 15 members of staff identified who have completed Enhanced Training (Group 3)

## Action 3

Disability Confident – improve on our current standard

## Progress

Upgrading our membership of the Disability Confident Scheme from Employer to Leader is one of the actions within the Employee Wellbeing Strategy 2021 – 24, with a timescale of 2022.

## Action 4

Ensure compliance with the ***Equality Act 2010 (Statutory Duties)(Wales) Regulations 2011*** and encourage disclosure:

- the publishing of pay differences by protected characteristic groups,
- the annual publication of our employment data, and
- work linked to improve staff disclosure rates of employment data, either through recruitment or via iTrent Self-Service

## Progress

We are currently drafting the Employee Wellbeing Strategy 2021-2024, inclusivity and equality lies at the heart of this Strategy. The key priorities and actions contained within the strategy are designed to have a positive impact on each of the protected characteristics, supporting compliance with the Equality Act 2010 (Statutory Duties) (Wales) regulations 2011.

The annual Gender Pay Gap Report and associated Statement that was endorsed by Cabinet in March 2021 for the period relating to March 2020.

Some protected characteristic data will be published in the Workforce Development Strategy 2021–2024 and the Employee Wellbeing Strategy 2021–2024, which are currently going through the approval process.

Collation of the data to publish and fully meet the requirements of the Public Sector Equality Duty in its entirety is underway.

See ‘Employment Monitoring Data’ on page 25.

### **Action 5**

Re-establish our membership to support Stonewall’s Workplace Diversity Champions Index

### **Progress**

Delayed due to Covid-19 however, re-establishing our membership of Stonewall Cymru is one of the actions within the Employee Wellbeing Strategy 2021–2024, with a timescale of 2022.

### **Action 6**

Work collaboratively to build the brand ‘Proud Councils’ to support Pride events

### **Progress**

Caerphilly is an active member of the Proud Councils partnership, which brings together several councils in South Wales in a visible and unified way, to support and promote equality for LGBTQ+ communities.

The purpose of Proud Councils is to improve support offered to LGBTQ+ staff within local authorities in Wales and ensure that local government across Wales is a visible leader in the field of LGBTQ+ rights and actively championing LGBTQ+ inclusion in our communities.

For the first time, 2021 saw Proud Councils uniting to promote LGBTQ+ History Month through producing an interactive calendar of activities that were taking place during the month of February. In addition to informative and interesting short films of inspiring stories and programmes highlighting key moments in LGBTQ+ history, there was also a live webinar with author Norena Shopland and an ‘LGBTQ+ Global history’ lecture with Coleg y Cymoedd.

## Action 7

Ensure appropriate Welsh language training is available to staff, from basic to advanced levels

### Progress

Caerphilly CBC has provided conversational Welsh courses for staff and elected members since 2001. The courses range from basic taster courses for beginners to courses which cater for those who are now fluent Welsh speakers. All courses moved to being held online during the initial lockdown, and from September 2020 onwards all courses now run online.

COURSE OFFERED	NUMBER OF COURSES OFFERED	NUMBER OF STAFF ATTENDING
30 Week	40	23
Online 10 Hour Course	24	219
Say Something in Welsh	3	4
Withdrawn	N/A	2

During the pandemic we noticed a significant increase in the number of people completing the 10 hour online courses, especially from the education and social care sector, with staff using their time effectively to enhance their continued professional development. 219 people completed these courses with some completing part 1 and part 2 of the course, giving us a total of **517** of these online courses completed.

## Action 8

Provide opportunities for staff to improve their existing Welsh language skills for business use

### Progress

There are a number of courses available for staff to improve their Welsh language skills along with the promotion of activities run by Menter Iaith Caerffili and Welsh Language Forum partners of events and activities Welsh speakers and learners of all levels can attend and put their skills to use, regardless of level of standard.

Across the organisation, Welsh language skills are promoted amongst the workforce and staff will continue to be supported and actively encouraged to attend Welsh language learning wherever there is an opportunity or need is identified. For example, all staff in early years are encouraged to take up conversational Welsh courses as well as the opportunity to do Mynediad or Sylfaen. Staff are encouraged to use their Welsh in the workplace especially in childcare and in Canolfan Blant Integredig Parc-y-fFelin.

Within the Customer Services team, there has been a failure to fill a vacant post for a Welsh speaking customer services advisor. Posts are being advertised stipulating that the Welsh language must be learnt as a requirement of the role.

## **Action 9**

Provide opportunities for Welsh speaking staff and learners to use their language skills in the workplace

## **Progress**

In line with the Welsh Language Standards staff are given opportunities to use their Welsh Language skills in the workplace. This could be answering the telephone bilingually, producing bilingual social media posts or drafting bilingual correspondence. Staff are aware that all services the Council provides must be provided bilingually. Staff are supported by the Equalities, Welsh Language and Consultation Team who provide advice, support and resources.

### **COUNCIL TOTAL FOR 2020-2021**

<b>Total Staff</b>	<b>Welsh Speakers</b>	<b>%</b>
<b>8296</b>	<b>1825</b>	<b>21.99</b>



## **Equality Objective 7 – Reducing the Gender Pay Gap**

We are required to look at gender pay differences within the council and identify an objective that will address any identified difference.

Under the Equality Act 2010 (Statutory Duties Wales) Regulations 2011 the Council is required to collect and publish annual employment data across a number of protected characteristics. Information regarding the number of people employed by the council, arranged by, job, pay, contract type and working pattern, should only be broken down in relation to women and men. In addition the Council must publish data on pay differences and their causes, between employees with and without protected characteristics.

As a council we are confident that our gender pay gap does not stem from paying male and female employees differently for the same or equivalent work. The gender pay gap is the result of roles in which male and females currently work and the salaries that these roles attract.

Our gender pay gap is reflective of the causes of gender pay gap at a societal level. For example research has identified that, although parents are increasingly flexible, the responsibility of childcare still falls disproportionately upon women. It is a fact within this data that the vast majority of part time posts are held by females and that these are the posts that attract salaries in the lower quartiles. To view the Council's Gender Pay Gap Statement 2020 click [here](#).

### **Action 1**

Review the data relating to the workforce and determine actions required to meet the general duty as laid down in the Equality Act 2010 (Statutory Duties (Wales) Regulations 2011

### **Progress**

The annual Gender Pay Gap Report and associated Statement that was endorsed by Cabinet in March 2021 for the period relating to March 2020.

The data provided a trigger for further investigation about the reasons why the gap exists and this will continue to be reviewed. The Council does not pay males and females differently for work deemed to be of equal value. Our gender pay gap is reflective of the causes of gender pay gap at a societal level. The vast majority of posts in the lower quartile of data are part time posts. These are the posts that continue to predominantly attract female applicants. HR will continue to work with service areas to review this position and address the gender pay gap wherever possible in accordance with service needs.

## **Action 2**

Publish employment information as required by the Equality Act 2010 (Statutory Duties)(Wales) Regulations 2011

### **Progress**

Some protected characteristic data has been published in the recently agreed Workforce Development Strategy 2021-2024 and the Employee Wellbeing Strategy 2021-2024.

Collation of the data to publish and fully meet the requirements of the PSED in its entirety is underway.

See 'Employment Monitoring Data' on page 25

## **Action 3**

Use the *My Time* appraisal process to develop female staff

### **Progress**

The majority of the Social Services workforce is female and the Directorate continue to operate Supervision and Appraisal processes rather than My Time in order to meet Regulatory and Registration requirements.

Embedding the My Time/My Time Extra programme and training managers to deliver effective conversations is one of the actions within the Workforce Development Strategy 2021-2024, with a timescale of Q3 2021-2022. The process is embedded and the training needs now needs to take place.

Within Customer Services all staff have regular 121's and all end of year My Times booked with team members.

## **Action 4**

Raise awareness of job and business opportunities to non-traditional groups (i.e. not stereotyping jobs to gender)

### **Progress**

HR and Communications will continue to support service areas as appropriate.

## **Action 5**

Review and update HR policies regularly to include matters such as flexible working, part-time or job-share options, shared parental leave etc.

### **Progress**

Updating HR policies and procedures is one of the actions within the Workforce Development Strategy 2021-24, with a timescale of Q3 2021-2022. Work is ongoing to achieve this target.

## **Annexes**

**Annexe 1** – Integrated Impact Assessment Toolkit

**Annexe 2** – Buddy Scheme Survey Responses

**Annexe 3** – Vulnerable People Survey Responses

**Annexe 4** – Guidance - Welsh Language Standards Manual for CCBC Works Signage

## **CONTACT**

If you have any comments or would like to know more please contact:

Anwen Cullinane, Senior Policy Officer - Equalities, Welsh Language and Consultation  
Telephone: 01443 864404 / email: [cullima@caerphilly.gov.uk](mailto:cullima@caerphilly.gov.uk)

## **ACCESSIBLE FORMATS**

This report is also available in other languages and formats on request via the contact details above.

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## **Caerphilly County Borough Council - Integrated Impact Assessment**

This integrated impact assessment (IIA) has been designed to help support the Council in making informed and effective decisions whilst ensuring compliance with a range of relevant legislation, including:

- Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011
- Socio-economic Duty – Sections 1 to 3 of the Equality Act 2010
- Welsh Language (Wales) Measure 2011
- Well-being of Future Generations (Wales) Act 2015
- Statutory Consultation v Doctrine of Legitimate Expectation and Gunning Principles

**PLEASE NOTE: Section 3 *Socio-economic Duty* only needs to be completed if proposals are of a strategic nature or when reviewing previous strategic decisions.**

See page 6 of the Preparing for the Commencement of the Socio-economic Duty Welsh Government Guidance.

### **1. Proposal Details**

**Lead Officer:-**

**Head of Service:-**

**Service Area and Department:-**

**Date:-**

**What is the proposal to be assessed?** *Provide brief details of the proposal and provide a link to any relevant report or documents.*

## **2. Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011**

*(The Public Sector Equality Duty requires the Council to have “due regard” to the need to eliminate unlawful discrimination, harassment and victimisation; advance equality of opportunity between different groups; and foster good relations between different groups). Please note that an individual may have more than one **protected characteristics**.*

### **2a Age** *(people of all ages)*

- (i) Does the proposal have any positive, negative or neutral impacts on the protected characteristics and how?**
  
- (ii) If there are negative impacts how will these be mitigated?**
  
- (iii) What evidence has been used to support this view?**

### **2b Disability** *(people with disabilities/ long term conditions)*

- (i) Does the proposal have any positive, negative or neutral impacts on the protected characteristics and how?**
  
- (ii) If there are negative impacts how will these be mitigated?**
  
- (iii) What evidence has been used to support this view?**

**2c Gender Reassignment** (*anybody who's gender identity or gender expression is different to the sex they were assigned at birth*)

- (i) Does the proposal have any positive, negative or neutral impacts on the protected characteristics and how?
- (ii) If there are negative impacts how will these be mitigated?
- (iii) What evidence has been used to support this view?

**2d Marriage or Civil Partnership** (*people who are married or in a civil partnership*)

- (i) Does the proposal have any positive, negative or neutral impacts on the protected characteristics and how?
- (ii) If there are negative impacts how will these be mitigated?
- (iii) What evidence has been used to support this view?

**2e Pregnancy and Maternity** (*women who are pregnant and/or on maternity leave*)

- (i) Does the proposal have any positive, negative or neutral impacts on the protected characteristics and how?
- (ii) If there are negative impacts how will these be mitigated?
- (iii) What evidence has been used to support this view?

**2f Race** (*people from black, Asian and minority ethnic communities and different racial backgrounds*)

- (i) Does the proposal have any positive, negative or neutral impacts on the protected characteristics and how?
- (ii) If there are negative impacts how will these be mitigated?
- (iii) What evidence has been used to support this view?

**2g Religion or Belief** (*people with different religions and beliefs including people with no beliefs*)

- (i) Does the proposal have any positive, negative or neutral impacts on the protected characteristics and how?
- (ii) If there are negative impacts how will these be mitigated?
- (iii) What evidence has been used to support this view?

**2h Sex** (*women and men, girls and boys and those who self-identify their gender*)

- (i) Does the proposal have any positive, negative or neutral impacts on the protected characteristics and how?
- (ii) If there are negative impacts how will these be mitigated?
- (iii) What evidence has been used to support this view?



**2i Sexual Orientation (*lesbian, gay, bisexual, heterosexual, other*)**

- (i) Does the proposal have any positive, negative or neutral impacts on the protected characteristics and how?**
  
  - (ii) If there are negative impacts how will these be mitigated?**
  
  - (iii) What evidence has been used to support this view?**
-

### 3. Socio-economic Duty (*Strategic Decisions Only*)

*(The Socio-economic Duty gives us an opportunity to do things differently and put tackling inequality genuinely at the heart of key decision making. Socio-economic disadvantage means living on a low income compared to others in Wales, with little or no accumulated wealth, leading to greater material deprivation, restricting the ability to access basic goods and services)*

**Please consider these additional vulnerable group and the impact your proposal may or may not have on them:**

- Single parents and vulnerable families
- People with low literacy/numeracy
- Pensioners
- Looked after children
- Homeless people
- Carers
- Armed Forces Community
- Students
- Single adult households
- People misusing substances
- People who have experienced the asylum system
- People of all ages leaving a care setting
- People living in the most deprived areas in Wales (WIMD)
- People involved in the criminal justice system

#### **3a Low Income / Income Poverty** (*cannot afford to maintain regular payments such as bills, food, clothing, transport etc.*)

- (i) **Does the proposal have any positive, negative or neutral impacts on the following and how?**
- (ii) **If there are negative impacts how will these be mitigated?**
- (iii) **What evidence has been used to support this view?**

**3b Low and/or No Wealth** (*enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provisions for the future*)

- (i) Does the proposal have any positive, negative or neutral impacts on the following and how?
- (ii) If there are negative impacts how will these be mitigated?
- (iii) What evidence has been used to support this view?

**3c Material Deprivation** (*unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, hobbies etc.*)

- (i) Does the proposal have any positive, negative or neutral impacts on the following and how?
- (ii) If there are negative impacts how will these be mitigated?
- (iii) What evidence has been used to support this view?

**3d Area Deprivation** (*where you live (rural areas), where you work (accessibility of public transport) Impact on the environment?*)

- (i) Does the proposal have any positive, negative or neutral impacts on the following and how?
- (ii) If there are negative impacts how will these be mitigated?
- (iii) What evidence has been used to support this view?

**3e Socio-economic Background** (*social class i.e. parents education, employment and income*)

- (i) Does the proposal have any positive, negative or neutral impacts on the following and how?
- (ii) If there are negative impacts how will these be mitigated?
- (iii) What evidence has been used to support this view?

**3f Socio-economic Disadvantage** (*What cumulative impact will the proposal have on people or groups because of their protected characteristic(s) or vulnerability or because they are already disadvantaged*)

- (i) Does the proposal have any positive, negative or neutral impacts on the following and how?
  - (ii) If there are negative impacts how will these be mitigated?
  - (iii) What evidence has been used to support this view?
-

#### **4. Corporate Plan – Council’s Well-being Objectives**

*(How does your proposal deliver against any/all of the Council’s Well-being Objectives? Which in turn support the national well-being goals for Wales as outlined in the Well-being of Future Generations (Wales) Act 2015. Are there any impacts (positive, negative or neutral? If there are negative impacts how have these been mitigated?) Well-being Objectives*

**Objective 1** - Improve education opportunities for all

**Objective 2** - Enabling employment

**Objective 3** - Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people’s well-being

**Objective 4** - Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impact on the environment

**Objective 5** - Creating a county borough that supports healthy lifestyle in accordance with the Sustainable Development principle with in the Well-being of Future Generations (Wales) Act 2015

**Objective 6** - Support citizens to remain independent and improve their well-being

**4a. Links to any other relevant Council Policy** *(How does your proposal deliver against any other relevant Council Policy)*

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**5. Well-being of Future Generations (Wales) Act 2015 – The Five Ways of Working (Also known as the sustainable development principles. The Act requires the Council to consider how any proposal improves the economic, social, environmental and cultural well-being of Wales using the five ways of working as a baseline)**

How have you used the Sustainable Development Principles in forming the proposal?

Long Term

Prevention

Integration

Collaboration

Involvement

## 6. Well-being of Future Generations (Wales) Act 2015

Does the proposal maximise our contribution to the Well-being Goals and how?

### **A Prosperous Wales**

*An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work*

### **A Resilient Wales**

*A nation which maintains and enhances a biodiverse natural environment healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for climate change)*

### **A Healthier Wales**

*A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood*

### **A More Equal Wales**

*A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio-economic background and circumstances)*

### **A Wales of Cohesive Communities**

*Attractive, viable, safe and well-connected communities*

### **A Wales of Vibrant Culture and Thriving Welsh Language**

*A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation*

**A Globally Responsible Wales**

*A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being*

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## **7. Welsh Language (Wales) Measure 2011 and Welsh Language Standards**

*(The Welsh Language Measure 2011 and the Welsh Language Standards require the Council to have 'due regard' for the positive or negative impact a proposal may have on opportunities to use the Welsh language and ensuring the Welsh language is treated no less favourably than the English language) [Policy Making Standards - Good Practice Advice Document](#)*

### **7a. Links with Welsh Government's [Cymraeg 2050 Strategy](#) and CCBC's [Five Year Welsh Language Strategy 2017-2022](#) and the Language Profile**

- (i) Does the proposal have any positive, negative or neutral impacts on the following and how?**
  
- (ii) If there are negative impacts how will these be mitigated?**
  
- (iii) What evidence has been used to support this view?** *e.g. the WESP, TAN20, LDP, Pupil Level Annual School Census*

### **7b. Compliance with the Welsh Language Standards. *Specifically Standards 88–93***

- (i) Does the proposal have any positive, negative or neutral impacts on the following and how?**
  
- (ii) If there are negative impacts how will these be mitigated?**
  
- (iii) What evidence has been used to support this view?** *e.g. the WESP, TAN20, LDP, Pupil Level Annual School Census*

**7c. Opportunities to promote the Welsh language** *e.g. status, use of Welsh language services, use of Welsh in everyday life in work / community*

- (i) Does the proposal have any positive, negative or neutral impacts on the following and how?**
- (ii) If there are negative impacts how will these be mitigated?**
- (iii) What evidence has been used to support this view?** *e.g. the WESP, TAN20, LDP, Pupil Level Annual School Census*

**7d. Opportunities for persons to use the Welsh language** *e.g. staff, residents and visitors*

- (i) Does the proposal have any positive, negative or neutral impacts on the following and how?**
- (ii) If there are negative impacts how will these be mitigated?**
- (iii) What evidence has been used to support this view?** *e.g. the WESP, TAN20, LDP, Pupil Level Annual School Census*

**7e. Treating the Welsh language no less favourably than the English language**

- (i) Does the proposal have any positive, negative or neutral impacts on the following and how?**
- (ii) If there are negative impacts how will these be mitigated?**
- (iii) What evidence has been used to support this view?** *e.g. the WESP, TAN20, LDP, Pupil Level Annual School Census*

- 7f. Having considered the impacts above, how has the proposal been developed so that there are positive effects, or increased positive effects on (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.
- 

## 8. Data and Information

*(What data or other evidence has been used to inform the development of the proposal? Evidence may include the outcome of previous consultations, existing databases, pilot projects, review of customer complaints and compliments and or other service user feedback, national and regional data, academic publications and consultants' reports etc.)*

**Data/evidence** *(Please provide link to report if appropriate)*

**Key relevant findings**

**How has the data/evidence informed this proposal?**

**Were there any gaps identified in the evidence and data used to develop this proposal and how will these gaps be filled?** *Details of further consultation can be included in Section 9.*

---

## 9. Consultation

*(In some instances, there is a legal requirement to consult. In others, even where there is no legal obligation, there may be a legitimate expectation from people that a consultation will take place. Where it has been determined that consultation is required, **The Gunning Principles** must be adhered to. Consider the **Consultation and Engagement Framework**. Please note that this may need to be updated as the proposal develops and to strengthen the assessment.*

**Briefly describe any recent or planned consultations paying particular attention to evidencing the Gunning Principles.**

**Who was consulted?**

**When they were consulted did the consultation take place at the formative stage and was adequate time given for consultees to consider and respond?**

**Was sufficient information provided to consultees to allow them to make an informed decision on the proposal?**

**What were the key findings?**

**How have the consultation findings been taken into account?**

## **10. Monitoring and Review**

**How will the implementation and the impact of the proposal be monitored, including implementation of any amendments?**

**What are the practical arrangements for monitoring?**

**How will the results of the monitoring be used to develop future proposals?**

**When is the proposal due to be reviewed?**

**Who is responsible for ensuring this happens?**

---

## **11. Recommendation and Reasoning (delete as applicable)**

- **Implement proposal with no amendments**
- **Implement proposal taking account of the mitigating actions outlined**
- **Reject the proposal due to disproportionate impact on equality, poverty and socio-economic disadvantage**

**Have you contacted relevant officers for advice and guidance? (delete as applicable)**

- **Yes**
  - **No**
-

## **12.Reason(s) for Recommendations**

*(Provide below a summary of the Integrated Impact Assessment. This summary should be included in the “Summary of Integrated Impact Assessment” section of the Corporate Report Template. The Integrated Impact Assessment should be published alongside the Report proposal).*

---

## **13.Version Control**

*(The IIA should be used in the early stages of the proposal development process. The IIA can be strengthened as time progresses to help shape the proposal. The Version Control section will act as an audit trail to evidence how the IIA has been developed over time) (Add or delete versions as applicable)*

### ➤ **Version 1**

**Author:-**

**Brief description of the amendments/update:-**

**Revision Date:-**

### ➤ **Version 2**

**Author:-**

**Brief description of the amendments/update:-**

**Revision Date:-**

---

### **Integrated Impact Assessment Author**

**Name:-**

**Job Title:-**

**Date:-**

### **Head of Service Approval**

**Name:-**

**Job Title:-**

**Signature:-**

**Date:-**

## Annexe 2 - Buddy Survey Summary

150 responses out of approx. 590 buddies. 385 original volunteers have been supplemented by staff, either 'offered' by their managers, or formally redeployed into the Buddy role.

**74%** of respondents signed up as a volunteer

**61%** supporting with shopping weekly

**58%** supporting with prescription pick-up

**92%** supporting with a friendly phone call

**68%** have a greater sense of pride in the organisation and being a member of Team Caerphilly

**50%** would definitely like to volunteer in a similar capacity

**45%** would maybe like to volunteer in a similar capacity

### Other support responses (examples):

- picking up hearing aid batteries
- paying bills at Post Office
- help with texting, topping up mobile phone
- weeding the garden
- help accessing e-Library resources
- helping with on-line banking
- walking the dog- putting bins out
- been able to help when he can't get an online shopping slot

### How have you made a difference?(examples):

- definitely no ability to shop on-line
- able to buy at supermarket prices rather than corner shop
- my gentleman is blind and would have been unable to social distance easily if out and about
- been able to help with anxiety about their situation
- helped with queries about the Welsh government food parcel
- have a good old chinwag in the garden
- lady has cancer, without a supermarket shop her diet would have been limited
- just being on the other end of phone
- helped with the loneliness- seeing my children once a week has given him a smile
- formed a new friendship
- my lady has no family or friends under 70 who would have been able to help her
- she is 87 and I can't imagine how she would have queued for 50 mins outside a pharmacy
- taken a weight off their shoulders
- helped her keep up her gardening by picking up items she wanted
- has family help with shopping but was embarrassed to ask her grandson to buy personal item
- been able to stay in touch with her son who lives away
- he moved to Wales during COVID due to an emergency relocation and has no family nearby, been able to help with household items and cleaning products for his flat
- she is happy to ask her neighbours for small shops but would be embarrassed to ask for a big weekly shop
- he lives in a very rural area and would find it very hard to get essential supplies, I am happy to help

**One positive experience (examples):**

- a smile says it all really
- I don't have any close family and know I would need this type of support if older
- a listening ear when they are really low
- it give me a sense of purpose in lockdown
- helping people who would have struggled gives me a great sense of gratification
- it's been a pleasure and a privilege
- community cohesion is greater
- every time I go she is waiting in the window smiling
- feeling like I am helping in a dreadful crisis
- finding out facts about the area I would never have known and my children seeing how positive volunteering can be
- meeting people in my community I would never have met otherwise
- we always have a laugh and it's nice to see them smile
- I work full time and have a little one but this few hours a week helping someone else has been so positive for me
- it is helping me cope with the situation we are all in
- it has taught me that helping people gives you great satisfaction
- their faces lighting up when I arrive with their shopping
- knowing that simply posting a birthday card can mean so much for someone
- picking out birthday cards for her daughters who live away
- seeing their joy when I turned up with flour
- I suffer from lack of confidence and anxiety, being a buddy has really helped my communication and I have benefited so much mentally from helping other people, so much so that I want to look at a career in social care.

**Can you tell us why you answered as you did when asked whether you would like to be involved in future (examples):**

- it has been difficult balancing work and family and buddy commitments
- I would be only too glad to continue
- I don't think I will be able to continue when I am back in full time work
- as long as I have the time I am happy to help
- always been interested in volunteering but have never done it in the past
- at the start I was a little nervous but am now proud of what I have done
- it depends on my change on workload and returning to family commitments, kids clubs etc
- it just depends on my time
- I am happy to help whenever I can
- I couldn't commit because of children's hectic after school schedule
- as long as I could do it around my work- I would like to stay in touch with them
- I have enjoyed meeting new people
- as we get back to normality it will depend on how much spare time I have
- it's important to give back to the local community, the only thing that stops me is lack of time
- I hope that more good within CCBC will come from this pandemic and stay for future years even when this is all over. Community used to mean lots to people in previous years let's make this a new team and community
- Simply put, if it is needed by the community then it is a valuable thing to be involved in



## Annexe 3 - Vulnerable Persons Data Assessment

Calls to every vulnerable person (1500+). 971 responses. Categorised as:

**Red:** definitely in need of continued support (many on the NHS shielding list\*\*)

**Green:** no longer needs support

**Amber:** somewhere in between support and no support

### Total figures:

**Red: 342 (35%)**

**Amber: 349 (36%)**

**Green: 280 (29%)**

500 people were not contactable but it would be reasonable to assume that there would be another 150 that could be categorised as Green.

### Greens

Subsequent calls to the Buddies to double-check their opinion of whether support can be withdrawn. At the same time, asking the Buddies if they have capacity to take on a replacement vulnerable person, to help with flex in the system as some teams go back to normal roles.

Many of the people who originally called us for help at the start of the lockdown were in need of support because their usual methods of getting food delivered were unavailable - no online delivery slots, or friends and family were themselves self-isolating after displaying Covid-19

symptoms. Many of the Greens have now been able to get online delivery slots, or someone they know is helping them with their shopping. This means our community response has done exactly what we hoped it would do – identified people who were in danger, alone, and within our reach, and supported them to get all the way through the lockdown, until they were either self-sufficient or able to be supported by friends/family.

### Reds

Many other people registered will need support for some time. Around half of the people classified as Red are also on the “shielded” list, having medical conditions that make them ‘clinically extremely vulnerable\*\*’ to Covid-19. These are people with organ transplants, severe heart and lung conditions, certain types of cancer, and similar ailments that mean they should stay at home to avoid the virus. It is unlikely it will be safe for these people to return to normality any time soon, perhaps until a working vaccine is widely available, and they are likely to need support of some kind for months. Other people on the Red list fall into two broad sub-categories: those with multiple serious ailments that are not on the shielding list, but on the next lower list of ‘clinically vulnerable\*’ ailments (milder heart and lung conditions, diabetes, Parkinson’s, and many others); or people with physical disabilities that prevent them from doing their own shopping.

## **Ambers**

The Amber category includes a wide range of people, mainly those with illnesses in the 'clinically vulnerable' category, people over 70 but otherwise physically well, people displaying symptoms of Covid-19 and needing short-term support while self-isolating, and those with physical or mental health issues that make shopping for themselves difficult. A significant number of people in this category have managed to arrange delivery of shopping but have asked to continue with their Buddy either for prescription collection only, or in case online delivery slots are unavailable – these people may be able to be managed out of the system with the right support.

## **Next steps**

Many vulnerable people are now able to access food through on-line shops or local delivery or are asking their Buddies to top up fresh food items only. A relatively high number now only need help collecting prescriptions either weekly or monthly. Handing over to a model where community volunteers, or engaged community support networks, should help with building personal resilience. Many of the people our call handlers spoke to highlighted the value they placed on the social interaction from their Buddy – this means they may be reluctant for support to be withdrawn even if it is no longer needed, and handing over to phone-based befriending support may play an important part in our step-down. Age Cymru are providing a telephone befriending service.

## **Feedback**

Call handlers routinely reported praise for the Community Response, both for the individual Buddies and the way the system had been organised:

- “Mr S praised and thanked Rhian to the highest saying she’s a genuine diamond.”
- “Gwyneth advised she has been in awe of how CCBC has managed during the pandemic with the buddy system and free school meals.”
- “Stacy doing a wonderful job gathering Gail's shopping and she has asked could we give her five stars.”
- “So grateful to Ann the Buddy and said that CCBC has really come up trumps through this tough time.”
- “Both Mr and Mrs M advised me that they cannot put into words how grateful they are of the support that Tara has given them both. Mrs. M informed me that she loved Tara to bits as she was a kind and considerate young lady”
- “Karla advised that Colin her buddy has been professional, discreet, friendly and appropriate. With so much negativity in the media it has been reassuring to have something positive going on and this service has put her at ease. Really grateful for the service provided.”
- “First class service (member of a myeloma support group and we are one of the only councils delivering this service - Marlene said that her support group members are very envious). Service has been brilliant. Cardiff, RCT etc don't have this.”



**LLAWLYFR SAFONAU'R  
GYMRAEG AR GYFER  
ARWYDDION GWAITH CBSC**

Mae'r llawlyfr hwn at ddibenion cyfieithu a chydymffurfiaeth â Safonau'r Gymraeg yn unig.

**WELSH LANGUAGE  
STANDARDS MANUAL FOR  
CCBC WORKS SIGNAGE**

This manual is for the purposes of translation and Welsh Language Standards compliance only.



## Cyflwyniad

Mae'r llawlyfr yma wedi cael ei lunio i greu a chefnogi staff y Cyngor a Chontractwyr i gydymffurfio â Safonau'r Gymraeg perthnasol.

Bydd y fersiwn diweddaraf ar gael ar-lein yma: [www.caerffili.gov.uk/arwyddion-gwaith](http://www.caerffili.gov.uk/arwyddion-gwaith)

Mae'n ofynnol i'r Cyngor, a'n hisgontractwyr, sicrhau bod pob arwydd sy'n cael ei godi gan, ac ar ran, Cyngor Caerffili yn ddwyieithog. Rhaid i'r Gymraeg gael ei rhoi i'r chwith neu uwchben y Saesneg. Mae Cyngor Caerffili yn cynhyrchu pob arwydd yn ddwyieithog, ac mae'n ofynnol i'n contractwyr ddilyn yr un egwyddor.

Os na fydd arwydd yn cydymffurfio â'r weithdrefn/safonau isod, mi fydd hi'n ofynnol gan Gyngor Caerffili, yn unol â'r deddfwriaeth berthnasol, i'r rhai sy'n gweithio ar ein rhan ailgyhoeddi arwyddion er mwyn sicrhau cydymffurfiaid y Cyngor.

Wrth osod arwydd ar ran y Cyngor, neu wrth wneud hyn yn rhan o wasanaeth rydych chi'n ei ddarparu ar ran Cyngor Caerffili, rhaid dilyn y camau canlynol.

Mae'r lluniau sydd wedi'u cynnwys yma'n enghreifftiau'n unig, ac efallai fyddan nhw ddim yn adlewyrchu gofynion yr offer statudol perthnasol a/neu deddfwriaeth sy'n gofyn am ffontiau, meintiau neu liw penodol. Adolygwch y deddfwriaeth berthnasol i gael gwybodaeth ychwanegol mewn perthynas â'r meysydd cydymffurfio yma.

Os oes gyda chi unrhyw ymholiadau o ran y ddogfen yma, neu os ydych chi eisiau ychwanegu rhagor o enghreifftiau at y ddogfen, cysylltwch â'ch rheolwr contractau neu'r Tîm Cyfieithu trwy e-bostio [cymraeg@caerffili.gov.uk](mailto:cymraeg@caerffili.gov.uk)

## Introduction

This manual has been created to help and support council staff and contractors to comply with the relevant Welsh Language Standards requiring bilingual signage.

The most up-to-date version is available via: [www.caerphilly.gov.uk/works-signage](http://www.caerphilly.gov.uk/works-signage)

The council, and our subcontractors, are required to ensure all signage erected by, and on behalf of Caerphilly Council, is done so bilingually, with the Welsh version of the text appearing above or to the left of the English version. Caerphilly Council produce all their signage bilingually and require our contractors to follow the same principle.

Where signage does not comply with the below procedure/standards, Caerphilly Council, in line with the relevant legislation, will require those who work on our behalf to re-issue signage to ensure the Council's compliance.

When asked to erect a sign on behalf of the Council, or when this forms part of a service that you provide on behalf of Caerphilly Council, please follow the following steps.

The images herein are for illustration purposes only and may not necessarily reflect the requirements of the relevant statutory instruments and/or legislation requiring certain fonts, sizes and colour. Please review the respective legislation for additional information with regards to these areas of compliance.

If you should have any queries regarding this document, or wish to add further examples to the document, please do not hesitate to contact your contract manager or the Translation Team via e-mail on [cymraeg@caerphilly.gov.uk](mailto:cymraeg@caerphilly.gov.uk)

## Ydy'r arwydd sydd angen wedi'i gynnwys yn y llawlyfr hwn?

### YDY



Defnyddiwch y testun sydd yn y llawlyfr i greu fersiwn newydd, neu ddefnyddio hen fersiwn yr arwydd cymeradwy.



Cofiwch fod rhaid i'r Gymraeg gael ei darllen yn gyntaf. Os yw'r Saesneg i'w gweld yn gyntaf ar hen arwydd, does dim modd ei ddefnyddio ar ran Cyngor Caerffili.



Gosodwch yr arwydd.

### NAC YDY



Anfonwch fersiwn Saesneg at y Rheolwr Contractau/Tîm Cyfeithu i gael cyfieithiad swyddogol (rhaid i'r Cyngor ddarparu cyfieithiad).



Ar ôl derbyn cyfieithiad a'i roi ar broflen yr arwydd, sicrhewch fod y Gymraeg i'w darllen yn gyntaf.



Anfonwch y broflen/llun o'r arwydd yn ôl i'r Tîm Cyfeithu i'w wirio.



Gosodwch yr arwydd ar ôl derbyn cadarnhad bod yr arwydd wedi'i wirio.

3

## Does this signage manual include the required sign?

### YES



Use the text provided from the manual to create a new version, or use old version of the approved sign from storage.



Remember the Welsh must be positioned to be read first. If an existing sign in stock has the English first, this is not to be used on behalf of Caerphilly Council.



Erect Signage.

### NO



Send English version to Contract Manager/ Translation Team for official translation (Council must provide translation).



Receive Translation and set into sign/ design proof, ensuring the Welsh Language is positioned to be read first.



Send design proof/ image of sign for sign-off to the Translation Team.



Erect Signage after sign-off.

Safonau'r Gymraeg Llawlyfr ar gyfer Arwyddion Gwaith CBSC  
Welsh Language Standards Manual for CCBC Works Signage

**Tudalen / Page 6**

Diverted Traffic  
Diversion  
Follow diversion  
No access to HGV's - Follow diversion  
One way  
Essential work being undertaken - Expect long delays

**Tudalen / Page 7**

Priority over oncoming vehicles  
Single file traffic  
No parking beyond this point  
No queuing beyond this point  
No parking  
Temporary road surface

**Tudalen / Page 8**

Street Name - Closed - Follow diversion  
Road closed XX/XX/XX - XX/XX/XX  
This road is closed on XX/XX/XX for 2 days  
High street closed  
Road ahead closed  
Road closed

**Tudalen / Page 9**

Road closed except cyclists  
Footpath closed  
Road ahead closed - residents access only  
Ramp ahead  
Caution grass cutting  
Slow - wet tar

**Tudalen / Page 10**

Adverse camber  
3-way control - wait here until green light shows  
When red light shows - wait here  
When stop sign shows - wait here  
Traffic under signal control  
Joining traffic not signal controlled

**Tudalen / Page 11**

Sign under test  
Signal under test  
Sign not in use  
Signals not in use  
Traffic sign maintenance  
Traffic signal maintenance

**Tudalen / Page 12**

Traffic control ahead  
Works traffic  
Works traffic merging 200 yards  
Works traffic only  
No works traffic  
works exit

**Tudalen / Page 13**

Setting out road works ahead  
New road layout ahead  
Caution site entrance  
Caution site traffic  
Work in centre of road  
Workforce in road - slow

**Tudalen / Page 14**

Pedestrians - directional arrow  
Pedestrians  
No pedestrians  
Pedestrians look both ways  
Pedestrians look left  
Pedestrians look right

**Tudalen / Page 15**

Pedestrians please use other footway  
Pedestrians crossing - when red light shows wait here  
Crossing not in use  
Temporary footway closure  
Cyclists dismount and use footway  
Footway closed

**Tudalen / Page 16**

No give way markings  
No road markings at junction  
No road markings at level crossing  
No road markings for 400 yards  
No road markings  
No road studs

**Tudalen / Page 17**

CCTV in constant operation  
Danger construction site  
Caution site entrance  
Caution lorries turning  
Caution sudden drop  
Danger high voltage

**Tudalen / Page 18**

No stop markings  
No road markings for 2 miles

Welsh language mutation

**Platiau atodol i'w defnyddio ag arwyddion eraill  
Supplementary plates for use with other signs**

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**Tudalen / Page 19**

Grass cutting  
Tree cutting  
Hedge cutting  
End  
Lighting maintenance  
Mobile road works  
On hard shoulder  
Road sweeping

**Tudalen / Page 20**

On slip road  
Overhead works  
Sign maintenance  
Sign erection  
Gritting  
Ice  
Salting  
Snow ploughing

**Tudalen / Page 21**

Flood  
Surveying  
Ditching  
Blasting  
At level crossing  
Weed spraying  
Ramp  
Reduce speed now

**Arwyddion Iechyd a Diogelwch  
Health and Safety Signage**

---

**Tudalen / Page 22**

Ear protection must be worn  
Eye protection must be worn  
Gloves must be worn  
High visibility jackets must be worn

**Tudalen / Page 23**

Safety helmets must be worn  
Keep out  
Protective footwear must be worn  
All visitors to report to site office

TRAFFIG Y  
GWYRIAD  
DIVERTED  
TRAFFIC

GWYRIAD  
DIVERSION

DILYNWCH  
Y GWYRIAD  
FOLLOW  
DIVERSION

DIM MYNEDIAD I HGV'S  
DILYNWCH Y GWYRIAD  
NO ACCESS TO HGV'S  
FOLLOW DIVERSION

UNFFORDD  
ONE WAY

GWAITH HANFODOL YN  
MYND RHAGDDO -  
OEDI HIR I'W DDISGWYL  
ESSENTIAL WORK BEING  
UNDERTAKEN -  
EXPECT LONG DELAYS



BLAENORIAETH DROS  
GERBYDAU SY’N  
DOD ATOCH

PRIORITY OVER  
ONCOMING VEHICLES

UN RHES  
O DRAFFIG  
SINGLE FILE  
TRAFFIC

DIM PARCIO TU  
HWNT I’R MAN HWN

NO PARKING  
BEYOND THIS POINT

DIM CIWIO TU HWNT  
I’R MAN HWN

NO QUEUING  
BEYOND THIS POINT

DIM PARCIO  
NO PARKING

WYNEB  
DROS DRO  
TEMPORARY  
ROAD SURFACE



Manylion treiglo ar dudalen 17 / See page 17 for mutation



FFORDD AR GAU  
AC EITHRIO  
BEICWYR  
  
ROAD CLOSED  
EXCEPT CYCLISTS

LLWYBR  
TROED AR GAU  
  
FOOTPATH  
CLOSED

FFORDD O'CH BLAEN  
AR GAU - MYNEDIAD I  
BRESWYLLWYR YN UNIG  
  
ROAD AHEAD CLOSED  
- RESIDENTS ACCESS  
ONLY

RAMP  
O'CH BLAEN  
  
RAMP AHEAD

GOFAL  
TORRI GWAIR  
  
CAUTION  
GRASS CUTTING

ARAF  
TAR GWLYB  
  
SLOW  
WET TAR

CAMBR  
CROES  
ADVERSE  
CAMBER

RHEOLAETH 3-FFORDD  
- ARHOSWCH YMA NES  
BOD Y GOLAU'N WYRDD

3-WAY CONTROL -  
WAIT HERE UNTIL  
GREEN LIGHT SHOWS

PAN FO'R  
GOLAU'N GOCH  
ARHOSWCH YMA  
WHEN RED LIGHT  
SHOWS  
WAIT HERE

PAN WELWCH  
ARWYDD STOP  
ARHOSWCH YMA  
WHEN STOP SIGN  
SHOWS  
WAIT HERE

TRAFFIG DAN  
REOLAETH  
GOLEUADAU  
TRAFFIC UNDER  
SIGNAL CONTROL

TRAFFIG YN YMUNO  
NAD YW DAN  
REOLAETH GOLEUADAU  
JOINING TRAFFIC  
NOT SIGNAL  
CONTROLLED

ARWYDD YN  
CAEL EI BROFI  
SIGN  
UNDER TEST

GOLAU YN  
CAEL EI BROFI  
SIGNAL  
UNDER TEST

ARWYDD  
SEGUR  
SIGN  
NOT IN USE

GOLAU  
SEGUR  
SIGNALS  
NOT IN USE

CYNNAL  
ARWYDDION  
TRAFFIG  
TRAFFIC SIGN  
MAINTENANCE

CYNNAL  
GOLEUADAU  
TRAFFIG  
TRAFFIC SIGNAL  
MAINTENANCE

RHEOLAETH  
TRAFFIG O'CH  
BLAEN  
TRAFFIC CONTROL  
AHEAD

TRAFFIG Y  
GWAITH  
WORKS  
TRAFFIC

TRAFFIG Y GWAITH  
YN YMUNO  
200 LLATH  
WORKS TRAFFIC  
MERGING  
200 YARDS

TRAFFIG Y  
GWAITH  
YN UNIG  
WORKS TRAFFIC  
ONLY

DIM TRAFFIG  
Y GWAITH  
NO WORKS  
TRAFFIC

ALLANFA  
WAITH  
WORKS EXIT

GOSOD GWAITH  
FFORDD O'CH  
BLAEN

SETTING OUT ROAD  
WORKS AHEAD

TREFN FFYRDD  
NEWYDD O'CH  
BLAEN

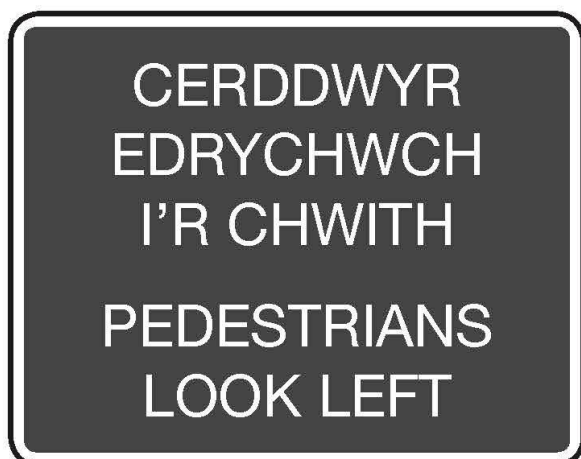
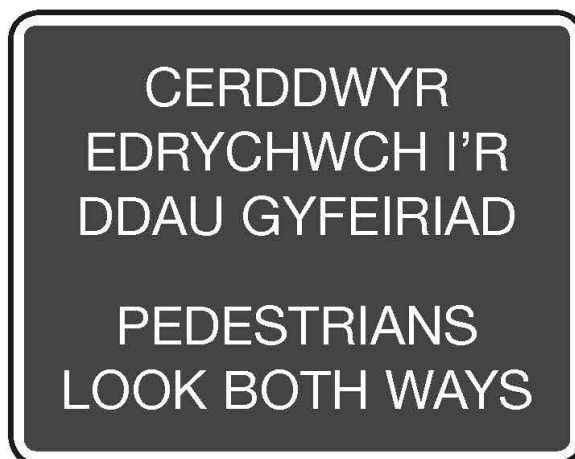
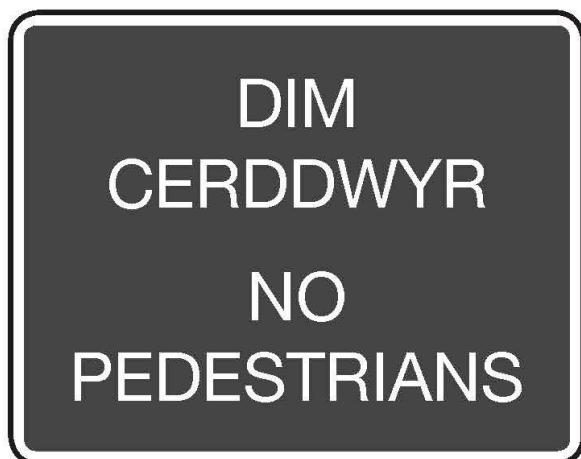
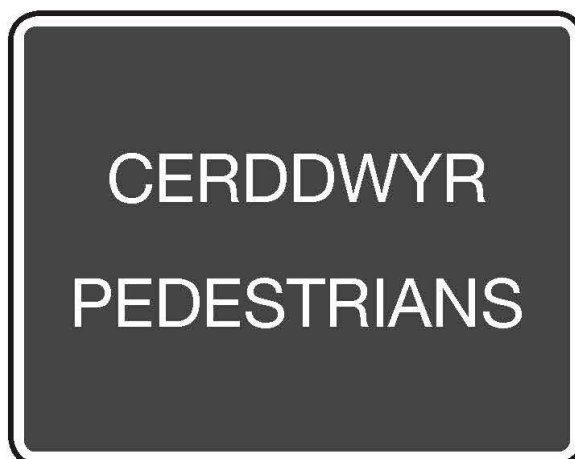
NEW ROAD  
LAYOUT AHEAD

GOFAL  
MYNEDFA SAFLE  
  
CAUTION  
SITE ENTRANCE

GOFAL  
TRAFFIG Y SAFLE  
  
CAUTION  
SITE TRAFFIC

GWAITH AR  
GANOL Y Ffordd  
WORK IN CENTRE  
OF ROAD

GWEITHLU AR Y  
FFORDD  
ARAF  
WORKFORCE IN ROAD  
SLOW





CERDDWYR  
DEFNYDDIWCH Y  
DROEDFFORDD ARALL

PEDESTRIANS  
PLEASE USE OTHER  
FOOTWAY

CROESFAN I GERDDWYR -  
PAN FO'R GOLAU'N GOCH  
ARHOSWCH YMA

PEDESTRIAN CROSSING -  
WHEN RED LIGHT SHOWS  
WAIT HERE

CROESFAN  
SEGUR

CROSSING  
NOT IN USE

TROEDFFORDD  
AR GAU DROS DRO

TEMPORARY  
FOOTWAY CLOSURE

BEICWYR DEWCH  
ODDI AR EICH BEIC A  
DEFNYDDIO'R  
DROEDFFORDD

CYCLISTS DISMOUNT  
AND USE FOOTWAY

TROEDFFORDD  
AR GAU

FOOTWAY  
CLOSED

DIM MARCIAU  
ILDIO

NO GIVE WAY  
MARKINGS

DIM MARCIAU  
FFORDD WRTH Y  
GYFFORDD

NO ROAD MARKINGS  
AT JUNCTION

DIM MARCIAU Ffordd  
WRTH Y GROESFAN  
REILFFORDD

NO ROAD MARKINGS  
AT LEVEL CROSSING

DIM MARCIAU  
FFORDD  
AM 400 LLATH

NO ROAD MARKINGS  
FOR 400 YARDS

DIM MARCIAU  
FFORDD

NO ROAD  
MARKINGS

DIM STYDIAU  
FFORDD

NO ROAD  
STUDS

TELEDU CYLCH  
CYFYNG AR WAITH  
CCTV IN CONSTANT  
OPERATION

PERYGL  
SAFLE ADEILADU  
DANGER  
CONSTRUCTION SITE

GOFAL  
MYNEDFA SAFLE  
CAUTION  
SITE ENTRANCE

GOFAL  
LORïAU YN TROI  
CAUTION  
LORRIES TURNING

GOFAL  
DIBYN SERTH  
CAUTION  
SUDDEN DROP

PERYGL  
FOLTEDD UCHEL  
DANGER  
HIGH VOLTAGE

DIM MARCIAU  
STOP  
NO STOP  
MARKINGS

FFORDD AR GAU  
XX/XX/XX  
AM 2 DDIWRNOD  
THIS ROAD IS CLOSED  
ON XX/XX/XX  
FOR 2 DAYS

DIM MARCIAU  
FFORDD  
AM 2 FILLTIR  
NO ROAD  
MARKINGS  
FOR 2 MILES

### Mutation

Mutation only applies for the number 2.  
For all other numbers use DIWRNOD

### Mutation

MILLTIR CHANGES TO FILLTIR -  
WHEN THE MILAGE CONTAINS A '1' OR A '2'

1 MILE = 1 FILLTIR  
1½ MILES = 1½ FILLTIR

FOR DISTANCES 3 MILES AND OVER OR  
UNDER 1 MILE THERE IS NO MUTATION

½ MILE = ½ MILLTIR  
3 MILES = 3 MILLTIR



**TORRI GWAIR  
GRASS CUTTING**

**TORRI COED  
TREE CUTTING**

**TORRI PERTHI  
HEDGE CUTTING**

**DIWEDD  
END**

**CYNNAL GOLEUADAU  
LIGHTING  
MAINTENANCE**

**GWAITH FFORDD  
SYMUDOL  
MOBILE ROAD WORKS**

**AR Y LLAIN GALED  
ON HARD SHOULDER**

**YSGUBO'R FFORDD  
ROAD SWEEPING**



**AR Y SLIPFFORDD  
ON SLIP ROAD**

**GWAITH UWCH  
EICH PEN  
OVERHEAD WORKS**

**CYNNAL ARWYDDION  
SIGN MAINTENANCE**

**CODI ARWYDDION  
SIGN ERECTION**

**GRAEANU  
GRITTING**

**IÂ  
ICE**

**TAENU HALEN  
SALTING**

**SWCH EIRA  
SNOW PLOUGHING**



**LLIF  
FLOOD**



**GWAITH FFOSYDD  
DITCHING**



**MESUR TIR  
SURVEYING**

**FFRWYDRO  
BLASTING**

**AR Y GROESFAN  
REILFFORDD  
AT LEVEL CROSSING**

**CHWISTRELLU  
CHWYN  
WEED SPRAYING**

**RAMP**

**ARAFWCH NAWR  
REDUCE SPEED NOW**



**RHAID GWISGO OFFER  
DIOGELU CLUSTIAU  
EAR PROTECTION  
MUST BE WORN**



**RHAID GWISGO OFFER  
DIOGELU'R LLYGAID  
EYE PROTECTION  
MUST BE WORN**



**RHAID GWISGO  
MENIG  
GLOVES  
MUST BE WORN**



**RHAID GWISGO  
SIACEDI LLACHAR  
HIGH VISIBILITY JACKETS  
MUST BE WORN**





**RHAID GWISGO  
HELMED DDIOGELWCH  
SAFETY HELMETS  
MUST BE WORN**



**CADWCH ALLAN  
KEEP OUT**



**RHAID GWISGO  
ESGIDIAU DIOGELU  
PROTECTIVE FOOTWEAR  
MUST BE WORN**



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REPORT TO SITE OFFICE**

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## **CABINET – 9<sup>TH</sup> MARCH 2022**

**SUBJECT: FIVE YEAR WELSH LANGUAGE STRATEGY 2022-2027**

**REPORT BY: CORPORATE DIRECTOR – EDUCATION AND CORPORATE SERVICES**

### **1. PURPOSE OF REPORT**

- 1.1 To request Cabinet approval on the Five Year Welsh Language Strategy 2022-2027, as required by Standards 145 and 146 Welsh Language Standards (No1) Regulations 2015.

### **2. SUMMARY**

- 2.1 The Authority is required to develop a 5-year strategy that sets out how it proposes to promote the Welsh language and facilitate the use of the Welsh language in the county borough.
- 2.2 The strategy must include a target for increasing or maintaining the numbers of Welsh speakers and a statement setting out how the target is intended to be reached.
- 2.3 The strategy must be reviewed and revised on a 5-yearly cycle and progress must be reported at the end of each 5 year period. Cabinet determined that they would like an annual update on progress against the strategy and this has been part of each Welsh Language Standards Annual Report to Cabinet since 2017. However it has not been possible to provide an update during the pandemic because we and partner organisations have been focussed on dealing with the pandemic and adapting service delivery which has made collating this information and delivering on the actions very difficult. Progress against the current strategy will be part of the Welsh Language Standards Annual Report 2021-2022 later this year.

### **3. RECOMMENDATIONS**

- 3.1 For Cabinet to approve the Five-Year Welsh Language Strategy 2022-2027 for publication on the Council's website.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 The authority is required under the Welsh Language Standards (No1) Regulations 2015 to produce and publish a Five Year Welsh Language Strategy for the county borough in compliance with Standards 145 and 146.

## **5. THE REPORT**

- 5.1 The Welsh Language Standards require the authority to develop a 5-year Welsh Language Strategy that sets out how it intends to promote the use of the Welsh language, and facilitate the use of the Welsh language more widely in the area. The strategy must include a target (in percentage terms) for increasing or maintaining the number of Welsh speakers in the area by the end of the 5-year period. In addition, the strategy must include a statement setting out how the target will be met. The strategy must be reviewed and renewed at the end of each 5-year period (Standard 145).
- 5.2 At the end of each 5-year period the authority must assess the extent to which the strategy has been followed and the target met. The assessment, which must be published, must include the number of Welsh speakers in the area and the list of activities that have been undertaken to meet the aims of the strategy (Standard 146). Progress against the current strategy will be appended to the Welsh Language Standards Annual Report 2021-2022 later this year.
- 5.3 The appended draft strategy (Appendix A) and associated actions have been developed in conjunction with members of the Caerphilly Welsh Language Forum, key stakeholders and council service areas and schools. The strategy can only be effectively delivered in collaboration with other organisations operating in the area who also have a remit, either through legislation or organisational policy, to increase and support the use of the Welsh language.
- 5.4 The stakeholders involved in the development of the revised Five Year Welsh Language Strategy 2022-2027 include:
- All CCBC Schools
  - All CCBC Service Areas
  - Aneurin Bevan University Health Board
  - Caerphilly Business Club
  - Careers Wales
  - Coleg Gwent
  - Coleg y Cymoedd
  - Coleg Cymraeg Cenedlaethol
  - Councillors
  - Cymraeg i Blant
  - Education Achievement Service
  - Gwent Police
  - Gwent Welsh for Adults
  - Helo Blod
  - Menter Iaith Caerffili
  - Mudiad Meithrin
  - Parent Network
  - Public Services Board
  - Supporting People
  - Town and Community Councils
  - University of South Wales
  - Voluntary Sector – GAVO

- Yr Urdd

- 5.5 The strategy proposes a target of 4% increase in Welsh speakers over the 5-year period. The target however will be reviewed once we have Census 2021 data available to us, which is expected sometime in 2024. This target is recognised as aspirational and the actions within the document are a direction of travel for the local authority and its key stakeholders. It is set against the backdrop of the draft Welsh Government strategy – Cymraeg 2050 to increase the number of Welsh speakers in Wales to 1 million by 2050.
- 5.6 The strategy is supported by a Welsh Language Profile for Caerphilly county borough 2021 which was developed by Menter Iaith Caerffili. This profile examines the position of the Welsh language in Caerphilly County Borough, the provision for Welsh speakers by a range of organisations and the way in which Welsh speakers in the area are using Welsh in their communities. The profile is appended to the Strategy in Appendix B.
- 5.7 The structure of the document follows 6 strategic areas; The Family, Children and Young People, Communities, Welsh Language Services, The Workplace and Infrastructure (Policies and Practices).
- 5.8 The Council has undertaken a range of evidence gathering and pre-consultation engagement activities to develop a revised set of actions of the draft Five Year Welsh Language Strategy 2022-2027. These actions will enable us to plan how we will promote the Welsh language and facilitate the use of the language locally to increase the Welsh speaking population over the next five years.

Activities include:

- A review of legislative requirements
  - A review of external reports and guidance, including Welsh Government's '**Cymraeg 2050: our plan for 2021 to 2026**', and the Welsh Language Commissioner's guidance '**Standards relating to promoting the Welsh Language**'
  - A review of the Council's current Five Year Welsh Language Strategy 2017-2022
  - An analysis of local and national datasets
  - Engagement with service delivery managers within the Council
  - Engagement with Caerphilly Welsh Language Forum and Welsh in Education Forum
- 5.9 Progress against the actions set out in the strategy will be monitored by the Welsh Language Forum, in partnership with the local authority. The 2021 Census will be the next official measure of the number of Welsh speakers in the area.

#### 5.10 **Conclusion**

The implementation of the Five Year Welsh Language Strategy 2022-2027 ensures the Council is meeting its legal obligation under Standards 145 and 146 of the Welsh Language Standards (No1) Regulations 2015. The actions contained within the strategy will enable the Council, in partnership with key stakeholders, to promote the Welsh language and facilitate its use in the county borough for the next five years.

## 6. **ASSUMPTIONS**

- 6.1 No assumptions have been made in preparing this report.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 The Welsh Language (No.1) Regulations were issued to Caerphilly County Borough Council in 2016 under Section 44 of the Welsh Language (Wales) Measure 2011. In line with the Council's Welsh Language Standards Compliance Notice, specifically Standard 145, the Council must produce and publish a 5 Year Welsh Language Strategy that sets out how the council will promote the Welsh language and facilitate the use of the Welsh language more widely in the county borough. The Strategy must then be reviewed and a revised version published within 5 years of publishing a strategy.

The strategy is a high level document and the action plan contained within the document clearly demonstrates the Council's commitment to promote the Welsh language, facilitate the use of the Welsh language and increase the number of Welsh speakers in the county borough by working in partnership. The first 5 Year Welsh Language Strategy was published in 2017 and this strategy is a revised version of that strategy building on the priorities for promoting and developing the Welsh language across Caerphilly county borough.

The strategy was developed in consultation and engagement with key stakeholders (see list in Annexe 1) and to deliver on the actions relies heavily on key partnership working. The current economic climate is challenging and will impact on the delivery of this strategy, and the strategy cannot be delivered by one organisation alone. Therefore working in partnership with existing partners and forging new opportunities to work in partnership with new organisations from all sectors is vital. It is recognised by all existing partners that the success of the strategy relies very much on working together with all sectors of the community.

There are no negative impacts relating to this strategy. All positive impacts have been recorded in the section above. It is important now that all the Council's service areas take on board the actions in the strategy and work together alongside key stakeholders to ensure all citizens can use and engage with the Welsh language naturally every day, and which must be supported and nurtured for generations to come to use and enjoy too.

### **Link to Integrated Impact Assessment**

## **8. FINANCIAL IMPLICATIONS**

- 8.1 There are no direct financial implications in this report. The actions within the strategy are intended to be achieved in partnership. Where actions fall wholly, or partly, within the responsibility of the local authority it is intended that they will be met within existing budgets.

## **9. PERSONNEL IMPLICATIONS**

- 9.1 There are no personnel implications arising directly from this report. Some actions in the strategy relate to People Services and we will work together to ensure that these actions are met.

## **10. CONSULTATIONS**

- 10.1 The Council has undertaken a range of evidence gathering and pre-consultation engagement activities to develop a revised set of actions of the draft Five Year Welsh Language Strategy 2022-2027.
- 10.2 Virtual stakeholder focus groups were held during September which were then followed by a five week public consultation exercise.
- 10.3 Responses from all engagement and consultation exercises have been incorporated into actions within the Strategy. Appendix C is the Engagement Report which includes a list of all the actions amended or developed as a result of the responses received.
- 10.2 This report has been sent to the Consultees listed below and all comments received are reflected in this report.

## **11. STATUTORY POWER**

- 11.1 The Welsh Language (Wales) Measure 2011  
The Welsh Language Standards (No.1) Regulations 2015  
The Well-being of Future Generations (Wales) Act 2015

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Consultees: Christina HARRY – Chief Executive  
Richard Edmunds – Corporate Director – Education and Corporate Services  
Cllr James Pritchard – Deputy Leader and Equalities Champion  
Cllr Eluned Stenner – Cabinet Member for Performance, Economy and Enterprise  
Cllr Gez Kirby – Chair of Policy and Resources Scrutiny Committee  
Cllr Brenda Miles – Deputy Chair of Policy and Resources Scrutiny Committee  
Sue Richards – Head of Education Planning and Strategy  
Robert Tranter – Head of Legal Services and Monitoring Officer  
Lynne Donovan – Head of People Services  
Kathryn Peters – Service Improvement and Partnerships Manager  
Jeff Reynolds – Sports and Leisure Facilities Manager  
Jared Lougher – Sports and Leisure Development Manager  
Mike Headington – Green Spaces and Transport Services Manager  
Antony Bolter – Visitor Economy and Destinations Manager  
Robert Keep – Caerphilly Adventures Team Leader  
Michael Owen – General Manager Cwmcarn Forest Drive  
Paul Hudson – Business Enterprise Renewal Team Leader  
Martin Cook – Visitor Services Manager  
Lesley Edwards – General Manager Llancaiach Fawr  
Marina Newth – Theatre and Arts Service Manager  
Paul O'Neill – Senior Youth Service Manager  
Carol A Davies – Service Manager Children's Services  
Viv Daye – Service Manager Adult Services

Rebecca Boulton – Families First Team Manager  
Sarah Mutch – Early Years Manager  
Neil Cooksley – Principal HR Officer – Workforce Development

**Background Papers:**

- Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011
- Welsh Language Commissioner Guidance – [Standards relating to promoting the Welsh Language](#)

**Appendices:**

**Appendix A** - Five Year Welsh Language Promotional Strategy 2022-2027

**Appendix B** - Menter Iaith Caerffili – Welsh Language Profile of Caerphilly County Borough 2021

**Appendix C** - Engagement Report Five Year Welsh Language Promotional Strategy 2022-2027

**Annex 1-4**



## CONTENTS

SECTION	TITLE	PAGE
1.	Introduction	1
2.	Welsh Language Strategy	1
3.	The Legislative Context	3
4.	The Welsh Language in Caerphilly county borough	6
5.	Partner Organisations	9
6.	How the Action Plan was developed	17
7.	Monitoring the Strategy	15
8.	Action Plan:	16
	Strategic Area 1 – The Family	16
	Strategic Area 2 – Children and Young People	18
	Strategic Area 3 – Communities	20
	Strategic Area 4 – Welsh Language Services	22
	Strategic Area 5 – The Workplace	24
	Strategic Area 6 – Infrastructure (Policies and Practices)	26
<b>Appendix B</b>	Welsh Language Profile of Caerphilly county borough	<b>28</b>
<b>Appendix C</b>	Engagement Report	<b>79</b>
<b>Annexe 1-4</b>	Details of engagement and consultation activities	<b>89</b>

## CONTACT

If you have any comments or would like to know more about the work the council is doing to promote the Welsh language, please contact:

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## ACCESSIBLE FORMATS

This strategy is also available in other languages and formats on request via the contact details above.

**Prepared in line with the requirements of Welsh Language Standard 145 under the Welsh Language Standards (No.1) Regulations 2015**

**This strategy is available in Welsh  
Mae'r ddogfen hon ar gael yn Gymraeg**

DRAFT

# 1. Introduction

This is Caerphilly County Borough Council's second Five Year Welsh Language Strategy. It sets out actions on how we will promote the Welsh language, facilitate the use of the Welsh language and increase the number of Welsh speakers in the county borough by working in partnership. Please see Section 6 for the detailed actions on how we will achieve this.

To deliver on this strategy relies heavily on key partnership working. The current economic climate is challenging and will impact on the delivery of this strategy, and the strategy cannot be delivered by one organisation alone. Therefore working in partnership with existing partners and forging new opportunities to work in partnership with new organisations from all sectors is vital. It is recognised by all existing partners that the success of the strategy relies very much on working together with all sectors of the community. For reference, all existing partners are listed in the Action Plan in Section 6.

Developing a long-term language strategy is not an easy task, as many factors such as social circumstances and population movement can make the relevant information outdated very quickly.

Menter Iaith Caerffili has prepared a 2021 Language Profile of the county borough (see Section 2 and Annexe B) and by working in partnership with them and using this as a starting point, we are confident that the data about the Welsh language is the best that is available in order for us to develop this five year strategy.

## 2. Welsh Language Strategy

The Welsh Language Standards, specifically Standard 145 under the first set of Welsh Language Regulations, places the following requirement on the council:

**Standard 145:**

You must produce, and publish on your website, a five year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) –

- a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and
- b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).

The task is therefore to develop a strategy that builds on our past successes, meets the needs of the Welsh speakers and learners in the county borough, meets the legislative requirements and most importantly, is meaningful, appropriate and achievable for everyone involved.

### **3. Legislative Context**

#### **The Welsh Language (Wales) Measure 2011**

Its aim is to:

Provide greater clarity and consistency for Welsh speakers about the services they can expect to receive in Welsh.

Key to this measure was the creation of an independent Commissioner's role. The principal aims of the Commissioner, is to promote and facilitate the use of the Welsh language, which are underpinned by 2 principles:

- In Wales, the Welsh language should be treated no less favourably than the English language
- Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so

#### **Welsh Language Standards**

As part of the measure, the Commissioner's role is to develop, implement and monitor a set of Welsh Language Standards which in turn will:

- Improve the services Welsh speakers can expect to receive from organisations in Welsh
- Increase the use people make of Welsh language services
- Make it clear to organisations what they need to do in terms of the Welsh language
- Ensure that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors
- Require the need for a strategy to promote the use of the Welsh Language, known as the Five Year Welsh Language Strategy

#### **Cymraeg 2050: A million Welsh speakers**

This ambitious strategy calls for a million Welsh speakers by 2050. In order to realise the vision, Cymraeg 2050 is based on three strategic themes:

1. Increasing the number of Welsh speakers
2. Increasing the use of Welsh
3. Creating favourable conditions – infrastructure and context

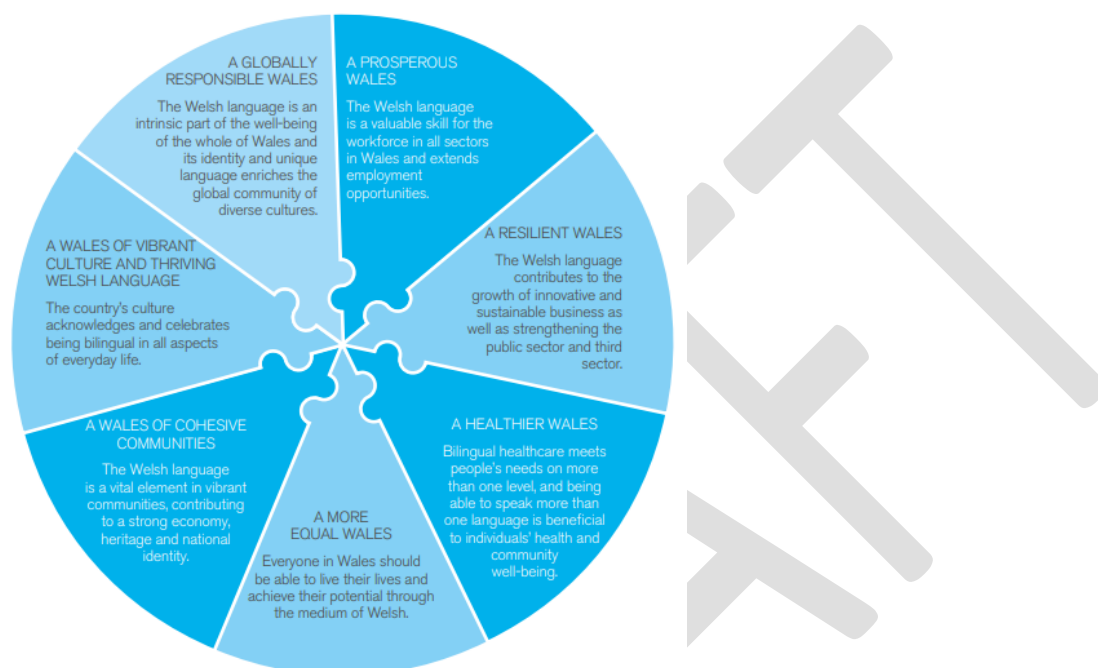
The delivery of our five year Welsh Language Strategy will contribute towards achieving this target.

#### **The Well-being of Future Generations (Wales) Act 2015**

The aim of the Act is to improve the social, economic, environmental and cultural well-being of the people of Wales. As a result of the Act, a total of 44 public bodies across Wales, Caerphilly County Borough Council included, must in future think more about the long-term, work better with local people and communities and each other, look to prevent problems and take a more joined up approach. One of the seven Well-being goals listed in the Act is "A Wales of vibrant culture and thriving Welsh language".

Each of the seven well-being goals forms a key part of how Wales should look, and although the seven goals are important in their own right, they should not be looked at individually because they are all interlinked with each other. If we look at the seven goals from a Welsh language perspective we can see how the Welsh language forms a part of, and plays a part in all aspects of education, health and social care, community cohesion, the economy and more.

Guidance issued by the Welsh Language Commissioner in 2018 called **Standards relating to promoting the Welsh Language**, included the following illustration which shows how the seven well-being goals relates to the Welsh language.



### **More than Just Words**

'More than Just Words' is the Welsh Government's strategic framework for improving and promoting Welsh language services in health, social services and social care. The aim of the framework is to ensure that organisations recognise that language is an intrinsic part of people's care and the offer of Welsh language services to people is so important.

Ensuring positive well-being outcomes for individuals, is something which underpins the Social Services and Well Being (Wales) Act 2014. The Codes of Practice under the Act require local authorities to ensure Welsh language services are built into service planning and delivery and that services are offered in Welsh, to Welsh speakers, without them having to request it as required by the 'Active Offer'.

### **Regional**

#### **Gwent Public Services Board**

The Gwent Public Services Board brings public bodies together to work to improve the economic, social, environmental and cultural well-being of Gwent. They are responsible, under the Wellbeing of Future Generations (Wales) Act, for overseeing the development of the new Local Wellbeing Plan.

Caerphilly County Borough Council hosted the first meeting of the Gwent PSB on 1st October 2021 and will provide the coordination role for the first 2-years when another partner of the Gwent PSB will take over.

We have developed a new Gwent PSB website and you can access this [here](#)

## **Local**

### **Caerphilly County Borough Council's Corporate Plan 2018 - 2023**

Our Corporate Plan includes our six Well-being Objectives. They are:

- **Objective 1** - Improve education opportunities for all
- **Objective 2** - Enabling employment
- **Objective 3** - Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people's well-being
- **Objective 4** - Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impacts on the environment
- **Objective 5** - Creating a county borough that supports a healthy lifestyle in accordance with the Sustainable Development Principle within the Well-being of Future Generations (Wales) Act 2015,
- **Objective 6** - Support citizens to remain independent and improve their well-being

We have a statutory duty to set Well-being Objectives using the five sustainable development principles under the Well-being of Future Generations (Wales) Act 2015. Setting objectives is not new, we have set priorities in a range of ways for a long time; however **now we are setting objectives over a longer** five year planning period.

### **Transformation Strategy #TeamCaerphilly, Better Together**

Caerphilly county borough is on a journey of transformation. We need to transform the way we do things in order to respond to the changing needs and priorities of our community and to meet the significant financial challenges facing us.

A major new strategy called '**#TeamCaerphilly – Better Together**' has been approved by the council's cabinet and sets out the way we are going to deliver these changes over the coming months and years. Its aim is to transform the way in which we have previously delivered services. It will examine how services are prioritised. How they can become more efficient. Explore new opportunities for greater customer focus and digital delivery, consider alternative delivery models and seek commercial opportunities.

The outcomes we aim to achieve:

- To have strong working relationships with our communities and partners to maximise the use of our collective resources to ensure a resilient county borough for the future.
- To embed a new operating model that will encourage innovative approaches to service delivery and ensure that we are making the best use of our resources.
- To help close the gap between poverty and prosperity through improving educational attainment and stimulating the local economy to create high quality jobs

## Caerphilly County Borough Council Welsh in Education Strategic Plan (WESP) 10 Year Plan September 2022 – September 2032

The vision of our plan is to continue to 'Raise standards and ensure our learners are healthy, confident, proud, and ambitious and can benefit from high quality learning opportunities, settings, and experiences.'

### Strategic Equality Plan

To strengthen the way the council meets the requirements of the Welsh Language Standards and to meet the needs of the Welsh speaking population of the county borough, Welsh language has also been included within the council's 3<sup>rd</sup> **Strategic Equality Plan - Strategic Equality Objective 5 - Welsh Language.**

## 4. The Welsh Language in Caerphilly county borough

- In the 2011 census, the number of Welsh speakers in Caerphilly county borough was 19,251 or 11.2%, this data is subject to change following the 2021 census
- On 31<sup>st</sup> December 2020, according to the annual population survey, the number of people who could speak Welsh in the County Borough was 42,700 or 24.3%<sup>1</sup>
- On 31<sup>st</sup> December 2020, according to the annual population survey, 19.9% of the population could read Welsh, 18.4% could write Welsh, and 27.2% could understand spoken Welsh.<sup>2</sup>
- On 31<sup>st</sup> December 2020, the frequency of the number of people speaking Welsh in Caerphilly county borough on a daily basis was 10.2%<sup>3</sup>
- Over the past five years the number of children transferring from Welsh medium early years settings has varied from 72.29% to 99.43%<sup>4</sup>
- Of the whole primary school population 17.22% attend Welsh medium education with approximately 97.75% of these transferring to Welsh medium secondary education<sup>5</sup>
- There were 1,602 people in Caerphilly county borough who registered on Welsh language courses during 2017-2021 through Learn Welsh Gwent<sup>6</sup>

The baseline for the strategy has to be a current language profile, in order to be able to determine an achievable target increase in Welsh speakers that is required by Welsh Language Standard 145. Menter Iaith Caerffili's Language Profile from January 2021 is the

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<sup>1</sup> Annual Population Survey - Ability to speak Welsh by local authority and year (Welsh Government)

<sup>2</sup> Annual Population Survey - Ability to read, write and understand spoken Welsh by local authority and year (Welsh Government)

<sup>3</sup> Annual Population Survey - Frequency of Welsh spoken by local authority and year (Welsh Government)

<sup>4</sup> Source: Internal (WESP)

<sup>5</sup> Source: Internal (WESP)

<sup>6</sup> Source: Learn Welsh Gwent

most up-to-date information regarding the county's situation and includes the national legislative context as well as links to existing plans and strategies.

According to the 2011 Census, Caerphilly county borough had 19,251 Welsh speakers (11.2% of the population) and according to the Pupil Level Annual School Census figures from January 2016, 17.1% of the primary school population and 15.9% of the secondary school population were in Welsh medium education.

There has been a significant increase in Welsh Medium provision within CCBC since its inception in 1996.

For the academic year 2021-2022, the number of pupils attending Welsh medium primary schools was 2,781, which includes nursery. During this 20 year period, 3 additional schools were established, with 7 of the 8 original schools either being replaced or receiving adaptations / extensions to increase capacity.

The pupil numbers at Ysgol Gyfun Cwm Rhymni have increased by circa 75% from 900 to 1600 pupils. The school moved to a new site in 2002 and further developed onto a 2<sup>nd</sup> site (Y Gwyndy) in 2013. The potential capacity of both sites in combination is 2,348 which is expected to be reached around 2025.

CCBC's Welsh in Education Strategic Plan (WESP) 2017-2020 proposes the following 7 key outcomes:

- Outcome 1: More seven-year-old children being taught through the medium of Welsh
- Outcome 2: More learners continuing to improve their language skills on transfer from primary school to secondary school
- Outcome 3: More learners aged 14-16 studying for qualifications through the medium of Welsh
- Outcome 4: More learners aged 16-19 studying subjects through the medium of Welsh in schools, colleges and work-based learning
- Outcome 5: More learners with higher skills in Welsh
- Outcome 6: Welsh-medium provision for learners with Additional Learning Needs
- Outcome 7: Workforce planning and Continuous Professional Development

The National Centre for Learning Welsh is responsible for all aspects of the Learn Welsh sector - from curriculum and course development to resources for tutors, research, marketing and e-learning.

The Centre was established in response to the report, *Raising our sights: review of Welsh for Adults*. The Centre operates at arm's length from Welsh Government, which funds it, and is part of the University of Wales Trinity Saint David group.

Putting learners first is the Centre's key priority and the following brand values are at the heart of all its activities.

The core outcomes set for the Centre by the Welsh Government are to:

- Be a visible institution setting a national strategic direction for the Learn Welsh sector.
- Provide leadership for the Centre's course providers.
- Raise standards in teaching and learning in the Learn Welsh sector.
- Develop a high quality, appropriate and engaging national curriculum and produce resources suitable for a range of learners.



The Centre's Strategic Plan includes five key objectives:

1. Develop an innovative programme of attractive and suitable courses for learners, making full use of the latest technology.
2. Develop innovative schemes to secure opportunities and contexts where learners can use their Welsh with confidence.
3. Establish a network of course providers to offer a service of excellence.
4. Raise the sector's profile and increase the numbers who start courses and continue to learn Welsh.
5. Establish and maintain service support procedures.

The council's current Welsh Language Strategy aimed at increasing the number of Welsh speakers by 3%. When the current strategy ends, it will be reviewed, and from using data available to us we will be able to determine if this target has been met or not.

Caerphilly County Borough Council has a positive approach to assisting to meet the aim; however, we have chosen to select a realistic target which we aim to achieve over the next 5 years. This will be based on what we expect the Welsh language capabilities of our population will be and the number of Welsh speakers leaving Welsh medium education.

**This strategy therefore proposes a minimum 4% target increase in the number of Welsh speakers between 2022 and 2027.**

**This target will be reviewed once the 2021 Census data has been published.**

## 5. Partner Organisations

In order to achieve the aims and objectives of this strategy it is essential that we work closely with our existing partners and new partners across the county. Through collaborative working we will be better placed to ensure that our vision within this strategy is achieved.

The following key partners are essential to fulfilling the county's vision.

### **Menter Iaith Sir Caerffili**

Menter Iaith Sir Caerffili is a leading community and voluntary organisation aimed at promoting the Welsh language across communities in Caerphilly county borough.

The main aim of Menter Iaith Sir Caerffili is to increase the use of the Welsh language across communities in Caerphilly county borough. To achieve this, we develop and provide a variety of services and opportunities for local Welsh speakers and learners to use the Welsh language. We consult regularly with local residents in order to develop accessible, relevant, first-rate Welsh-medium services. Our aim is to increase the use of the Welsh language across communities in the county borough within a variety of fields. At the heart of our core aim is the commitment to working in partnership with a number of organisations, locally, regionally and nationally.

The main objectives of our work are as follows:

- Lead joint planning for the Welsh language at county level
- Develop and deliver high-standard and high-quality services and opportunities

- Advocate in favour of the Welsh language at county level and represent the voice of Welsh speakers and learners in Caerphilly county borough
- Investigate new opportunities to provide self-sustaining services
- Maintain and develop an organisation that operates effectively, has strong governance, and that reflects and protects the welfare of its staff and volunteers

The Menter has been in operation for over 21 years and employs approximately 70 staff across its services.

Menter Iaith Sir Caerffili is managed by an experienced and ambitious Management Board of volunteers. Its members are drawn from communities across Caerphilly county borough and their leadership and input is a key factor in the effective development and management of our work.

This significant contribution by volunteers ensures that our work is informed by the needs of local people. In addition, we recruit and support volunteers across our services and activities so that volunteers make a significant contribution in all aspects of our work. We recruit and support volunteers continuously throughout the year in order to ensure their input in the planning and delivery of services and also to offer meaningful opportunities through the medium of Welsh for local people.

### **Urdd Gobaith Cymru**

The aim of the Urdd is to ensure an opportunity, through the medium of Welsh, for the young people of Wales to develop as rounded individuals; to also support them to play a constructive role in society by developing personal and social skills. The Urdd achieves this in a variety of ways.

Within Caerphilly County Borough the Urdd works closely with Welsh medium schools and Second Language schools, offering a range of activities for pupils throughout the year. The Urdd organises sports competitions, residential activities in their centres, Jamborees and the annual Eisteddfod.

In addition to this, the Urdd jointly employs a Youth Officer in Caerphilly with Menter Iaith Caerffili and Caerphilly County Borough Council. The officer develops social opportunities for young people in the county through the medium of Welsh. The officer develops these opportunities in a variety of ways, including youth clubs, community groups, one-day trips, trips abroad, volunteering opportunities and accreditation opportunities for young people.

The Urdd also employs a sports officer who helps to create opportunities for young people and their families to participate in physical activities through the medium of Welsh. These opportunities include after-school clubs, community clubs and one off events. To aid the development of coaches, sports courses are delivered throughout the year. In addition, the Urdd provides a year-long apprenticeship every September for one person aged 18 to 24. The apprentice works with the officer whilst also completing an NVQ in Activity Leadership.

These various activities provide opportunities for children and young people within Caerphilly to use the Welsh language outside of education and within their communities.

### **Cymraeg i Blant/Cymraeg for Kids**

The Cymraeg i Blant/Cymraeg for Kids scheme is run by Mudiad Meithrin and its main aim is to increase the number of nursery age children who are able to speak Welsh.

It provides information, advice and support for new parents on the benefits of being bilingual and the importance of introducing Welsh at home as early as possible, and it also provides local information about Welsh-medium childcare and education.

A local Cymraeg for Kids officer runs weekly baby massage, baby yoga, and rhymetime and sign sessions through the medium of Welsh for parents and babies across Caerphilly county borough. There are also online courses such as Me and My Baby, targeted at pregnant mothers and their partners, and Practice your Welsh sessions to increase the confidence of new Welsh speakers or parents who have not used the Welsh language since their school days.

The officer works closely with local Midwifery and Health Visitor teams to ensure that they are aware of the bilingual journey available to parents and can signpost parents to Cymraeg for Kids, Ti a Fi and Cylchoedd Meithrin groups.

### **Welsh Language Forum**

Menter Iaith Caerffili coordinates and leads a Forum of organisations and individuals who work through the medium of Welsh or bilingually. The Forum aims to provide an opportunity to work in partnership, share good practice and to develop a strong local voice on behalf of the Welsh language. The Forum meets quarterly and a range of topics and issues are discussed during meetings including the importance of services for children and young people. It is hoped that the Forum will continue to develop and provide an opportunity to convey a strong and influential voice in support for the Welsh language locally in addition to working on a strategic level to support the delivery of this strategy.

### **Coleg y Cymoedd**

Coleg y Cymoedd is a further education college with four campuses. One of these campuses is located in Caerphilly county borough (in Ystrad Mynach). Over 10,000 learners study at Coleg y Cymoedd each year. The College offers a wide range of full-time and part-time courses from Entry to Degree level in over 15 curriculum areas. As a college based in Wales, Coleg y Cymoedd believes it is important to celebrate our proud heritage and to be proactive in helping its learners to use their Welsh language skills – whether they are fluent Welsh speakers or have just a little knowledge of the Welsh language.

Under the Welsh Language (Wales) Measure 2011, Coleg y Cymoedd has a legal obligation to provide Welsh language services. The College promotes the fact that students have a right to access services and support through the medium of Welsh and encourages students to take advantage of these rights during their time at the College.

Coleg y Cymoedd's Welsh Language Strategic Plan 2018-2021 informs its Welsh language activities. In line with this Strategic Plan, it offers a Welsh-medium GCSE Mathematics resit class; bilingual Welsh Baccalaureate groups at AS-Level and A-Level through the A-Level Centre; A-Level and AS-Level qualification in Welsh (Second language); 'Cymraeg Gwaith' Welsh language customer care units across all occupational areas. These are available for both Welsh speakers and non-Welsh speakers. We also work closely with Coleg Cymraeg

Cenedlaethol to increase our Welsh-medium and bilingual provision in Welsh Government priority areas. The College aims to develop its offer over the coming years.

College staff are also offered the opportunity to develop and maintain their Welsh language skills in line with the College's Language Skills Strategy. The College co-operates with ColegauCymru; the National Centre for Learning Welsh and Coleg Cymraeg Cenedlaethol to provide opportunities for staff to learn Welsh and there are internal networks to encourage staff to converse and to practice their Welsh and to apply their skills in their work.

In relation to this Strategic Plan, the College is committed to supporting students outside the classroom in retaining and developing their Welsh language skills. There are opportunities for Welsh learners to use and develop their language skills informally by attending a Welsh-medium activity club, 'Clwb Dreigiau'r Cymoedd', and there are opportunities for those who wish to learn to speak some basic Welsh to attend online 'Dragon Bites' sessions. Welsh speakers also have the opportunity to be employed as Coleg Cymraeg Cenedlaethol Ambassadors. The College offers a full calendar of events celebrating Wales and the Welsh language throughout the year.

Coleg y Cymoedd is keen to continue its co-operation with partners such as the Caerphilly county Welsh Language Forum; Menter Iaith Caerffili; the county's Welsh schools; the Urdd; Coleg Cymraeg Cenedlaethol; the National Centre for Learning Welsh; and the Welsh Language Commissioner; with the aim of continuing to maintain and develop its Welsh language provision and services for the future.

### **Coleg Gwent**

The five local authorities in the College's catchment area are among those with the fewest Welsh speakers in Wales. According to the 2011 Census, 11% of the population of Caerphilly could speak Welsh, and the percentages were 10% in Torfaen, 9% in Newport, 8% in Blaenau Gwent and 10% in Monmouthshire. Against this backdrop of low levels of Welsh speakers, the College seeks to develop its Welsh language provision.

In September 2020, 79 (6.8%) of Coleg Gwent staff felt they had advanced or fluent Welsh language skills (figures include Welsh for Adults staff). All new staff are asked to assess their Welsh language skills and all staff are offered free Welsh for Adults courses during working hours. Increasingly, the college appoints new staff on the basis that they can commit to the Cymraeg Gwaith programme within 6 weeks of commencing their employment.

Data from registration forms for 2020/21 show that 312 learners considered themselves to be Welsh speakers and/or they had attended a Welsh-medium school. Only 0.4% of learners indicated that Welsh was their preferred language for correspondence. The number of learners from Welsh-medium secondary schools will be measured and the number going on to study Welsh-medium courses will be recorded as part of a survey to improve our understanding of the level of Welsh language skills among learners.

Coleg Gwent's Bilingualism Strategy (2019-2024) is a meaningful and integrated response that describes how Coleg Gwent will respond to its responsibilities as set out in the Welsh Government's Welsh-medium Education Strategy, ColegauCymru's Normalising Bilingualism: A Strategy for Further Education 2016-2021, and the Welsh Government's strategy Cymraeg 2050: A million Welsh speakers.

The Estyn Inspection Framework will continue to focus on bilingualism. Estyn is committed to the view that learners should be entitled to vocational opportunities through the medium of Welsh at the age of 16 and will pay close attention to Welsh-medium learning opportunities and progress rates in terms of the Welsh language. There is also an expectation that all learners, regardless of their ability to speak Welsh, will experience the incorporation of elements of Welsh culture and the Welsh language in their programmes of study.

Coleg Gwent has been operating under the Welsh Language Standards since 1 April 2018. The purpose of the Welsh Language Standards is to:

- ensure clarity for organisations in relation to the Welsh language
- ensure clarity for Welsh speakers as to what services they can expect to receive in Welsh
- ensure greater consistency in Welsh language services and the improvement of quality for users

The Welsh Language Standards are a comprehensive set of regulations that cover everything we do and the services we offer to the public, with the aim of ensuring that the Welsh language is not treated less favourably than the English language. The College is committed to complying fully with the Welsh Language Standards and ensuring that bilingualism is one of its top priorities.

#### **Vision:**

Coleg Gwent will continue to be a full and proactive partner in designing and delivering a post-14 education and training system that provides learners with appropriate opportunities to study and learn in their preferred language, thereby preparing them for work and life in a bilingual country.

#### **Strategic Aims:**

The Strategic Aims of this strategy are informed by those set out in the Welsh Government's Welsh-medium Education Strategy, ColegauCymru's Normalising Bilingualism: A Strategy for Further Education 2016-2021, the Welsh Language Standards and the Welsh Government's strategy Cymraeg 2050: A million Welsh speakers.

The strategic aims are as follows:

1. Focus on the priority areas identified by the Welsh Government for the development of bilingual provision and contribute to the Welsh in Education Strategic Plans of all local authorities served by the College.
2. Contribute to the Welsh Government's goal of a million Welsh speakers by 2050: working with schools, other providers and employers.
3. Increase the number of Welsh-medium learning opportunities as part of the 14-19 Learning Pathways.
4. Continue to support and respond to the learning requirements of our bilingual learners and increase opportunities for all learners to improve or develop their Welsh language skills.
5. Ensure linguistic continuity from statutory education to post-16 and post-18 courses/options for HE courses that maintain and reinforce linguistic skills in Welsh; enable learners to access provision that best suits their needs.
6. Recruit Welsh speaking staff, especially in priority occupational areas and areas where there are significant numbers of Welsh speaking learners.
7. Deliver a staff development programme; incorporate the Welsh dimension and Welsh language skills.

8. Continue to embed the Welsh language and bilingualism in the College's infrastructure and policies.

The process of achieving these strategic aims will be augmented and monitored by the College's Welsh Language Steering Group.

### **Mudiad Meithrin**

Mudiad Meithrin is a voluntary organisation and the leading provider of Welsh-medium early years care and education in the voluntary sector in Wales. Our aim is to give every child in Wales the opportunity to benefit from early years care and education experiences through the medium of Welsh. We employ 200 staff nationally and 1,500 staff work in Cylchoedd Meithrin across Wales. In Caerphilly, Mudiad Meithrin has 10 Cylchoedd Meithrin and 2 Cylchoedd Ti a Fi (Welsh-medium groups for parents and young children). A new Cylch Meithrin under the Set Up and Succeed scheme opens in January 2022. Mudiad Meithrin believes that the ability to speak Welsh is an advantage for all children and that transferring from our groups to Welsh-medium schools is key. The cylchoedd in Caerphilly receive practical guidance and advice for their staff, volunteers and parents from our dedicated Support Officers. Mudiad Meithrin works closely with the Welsh Government and in partnership with the local authority and other stakeholders including Menter Iaith Caerffili.

The Croesi'r Bont language immersion method is used to introduce the Welsh language to young children attending our Cylchoedd Meithrin. All play activities are conducted in Welsh, encouraging children to communicate with adults and their peers in this medium. Within this environment, children are able to develop their language skills through a well-rounded curriculum that includes opportunities for free and structured play, alongside an immersive language scheme.

Mudiad Meithrin's Clwb Cwtsh scheme offers a free Welsh language taster course aimed at new learners, and it focuses on children's language in the home.  
[clwbcwtsh@meithrin.cymru](mailto:clwbcwtsh@meithrin.cymru).

Mudiad Meithrin also delivers the Cam wrth Gam scheme, providing childcare courses through the medium of Welsh. In addition, Mudiad Meithrin offers Apprenticeships, jointly with Urdd Gobaith Cymru, enabling individuals to gain a Level 3 qualification in Child Care, Learning and Development.

### **Dysgu Cymraeg Gwent**

*Dysgu Cymraeg Gwent* works across Caerphilly county borough providing Welsh for Adults classes.

### **Strategic Themes**

**Work by *Dysgu Cymraeg Gwent* to increase the number of Welsh speakers:**

- Transferring the language within the family
- Early years
- Statutory education
- Post-compulsory education
- The education workforce

**Work by *Dysgu Cymraeg Gwent* to increase use of the Welsh language:**

- The workforce
- Services
- Social use of the Welsh language

How does work by *Dysgu Cymraeg Gwent* support these strategic themes?

**Attract – open doors to learning the Welsh language:**

- Marketing and promotion
- Strategic partnerships
- Meeting learners' needs

**Learn – the provision of excellent services for Learning Welsh:**

- Development of resources and provision
- Workforce development
- Learning opportunities for all

**Use – help learners to use the language:**

- At home
- In the community
- In the workplace

*Dysgu Cymraeg Gwent* specialise in intensive courses – 4 hours (3 hours within the class and 1 hour completing activities through the internet to reinforce class learning). A further intensive course is offered – 9 hours a week to those who wish to learn Welsh quickly.

In addition to the regular classes provided by *Dysgu Cymraeg Gwent*, a number of informal learning activities are provided which offer opportunities for learners of all levels to use and practice their Welsh in a social situation outside the classroom. This is an increasing development which is essential to those learning Welsh. *Dysgu Cymraeg Gwent* work closely with Menter Iaith Caerffili to ensure that the learners within Caerphilly county borough are able to access opportunities to practice the Welsh they have learnt within the class and use their Welsh with other speakers.

**Aneurin Bevan University Health Board**

The Health Board was established on 1 October 2009 and covers the areas of Blaenau Gwent, Caerphilly, Monmouthshire, Newport, Torfaen and South Powys.

The Health Board employs over 14,000 staff, two-thirds of whom are directly involved in patient care. There are more than 250 consultants in a total of over 1,000 hospital and general practice doctors, and 6,000 nurses, midwives, allied professionals and community workers.

Under the Welsh Language Act 1993, the NHS in Wales has a statutory duty to provide its services to the public in both Welsh and English in accordance with the requirements placed on the Health Board under the Welsh Language Standards, Section 26 of the Welsh Language (Wales) Measure 2011.

The Health Board's Welsh Language Unit includes staff working at strategic, managerial and practical levels in the fields of policy, training and language development.

We are working towards offering services in the patient's preferred language wherever possible, without any need for the patient to make a specific request. This is called making an 'active offer' of provision in Welsh and is a key part of the Welsh Government's Strategic Framework: More than Just Words.

### **Gwent Police**

Heddlu Gwent Police serves an area of 600 square miles, including approximately 182,000 people in the local authority area of Caerphilly.

The Chief Constable has three strategic objectives for Welsh between 2021 and 2024:

- to improve the range of Welsh language services we currently offer to make it easier for members of the public to receive a service in Welsh
- to increase the number of Welsh speakers and learners we employ to reflect the percentage of Welsh speakers in the communities we serve in the Gwent area
- to use the information we obtain from monitoring and other sources to help us to identify areas where we can improve the quality of our Welsh language services and the Welsh language skills of our officers and staff.

Heddlu Gwent Police works in partnership with Caerphilly County Borough Council in order to improve the availability and use of Welsh language services in the area, e.g. through engaging with the area's Welsh medium schools in Welsh and raising awareness amongst young people of the value of Welsh language skills in policing work.

## **6. How the Action Plan was developed**

The action plan was developed in two distinct stages:

**Stage 1** – informal engagement with stakeholders to review the draft actions and suggest amendments

**Stage 2** – a formal consultation to seek the views of residents, elected members, staff and other stakeholders in relation to the draft actions.

To view the full Engagement Report, associated annexes and the Welsh Language Profile for Caerphilly county borough, please see:

**ANNEXE A – Engagement Report WL Strategy 2022-2027**

**ANNEXE B – Menter Iaith Caerffili - Welsh Language Profile Of Caerphilly County Borough 2021**



## 7. Monitoring the Strategy

The Strategy will be monitored in line with Standard 146.

### **Standard 146**

*Five years after publishing a strategy in accordance with standard 145 you must –*

- (a) assess to what extent you have followed that strategy and have reached the target set by it, and*
- (b) publish that assessment on your website, ensuring that it contains the following information –*
  - (i) the number of Welsh speakers in your area, and the age of those speakers;*
  - (ii) a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of the Welsh language.*

The delivery of the actions within the Strategy's Action Plan will be monitored by Caerphilly Welsh Language Forum at every meeting. Where relevant, partners will collaborate to ensure the actions are delivered. A report will be published at the end of the Strategy in line with Standard 146 above.

## 8. Action Plan

### Starategic Area 1 – The Family

#### Vision

More Welsh spoken at home.

#### Outcome

Increase in the number of families where the Welsh language is spoken with and among children.

#### Indicators

- % of children in primary school reception classes who are learning Welsh.
- Number of events run by the council and partner organisations for the family, where Welsh can be used as part of a family activity.

#### Links to Strategy

- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Welsh in Education Strategic Plan
- More than Just Words Strategy
- Caerphilly Council's Strategic Equality Plan 2020-2024

#### Strategic Priorities

- Extend regular informal opportunities for parents to develop their Welsh Language Skills so as to assist their children.
- Create a consistent message across the sector, in order to promote the benefits of transferring the Welsh language within the family, allowing children to acquire the Welsh language.
- Raise awareness about the importance and availability of providing Welsh medium activities for families.

#### Partner Organisations

- |                                   |                                 |
|-----------------------------------|---------------------------------|
| 1. All CCBC Schools               | 15. Education Service           |
| 2. All CCBC Service Areas         | 16. Gwernt Police               |
| 3. Aneurin Bevan U Health Board   | 17. Gwent Welsh for Adults      |
| 4. Caerphilly Business Club       | 18. Helo Blod                   |
| 5. Caerphilly Youth Service       | 19. Leisure and Parks Services  |
| 6. Careers Wales                  | 20. Menter Iaith Caerffili      |
| 7. Coleg Cymraeg Cenedlaethol     | 21. Mudiad Meithrin             |
| 8. Coleg Gwent                    | 22. Parent Network              |
| 9. Coleg y Cymoedd                | 23. Public Services Board       |
| 10. Councillors                   | 24. Supporting People           |
| 11. Cymraeg i Blant               | 25. Town and Community Councils |
| 12. Destination Services          | 26. University of South Wales   |
| 13. Early Years                   | 27. Voluntary Sector - GAVO     |
| 14. Education Achievement Service | 28. Yr Urdd                     |

Action		Partners	Status
1.1 (2.2 & 2.7)	Develop a webpage on the council's website with links to all partner organisations, DEWIS and all the available resources.	1-28	1-2 years
1.2	Ensure every opportunity is taken to ensure language preference when communicating	1-28	1-2 years
1.3	Review, update and promote the 'Becoming Bilingual' booklet and make it available in alternative formats including video clips, podcasts, promote in Newline etc. Develop in line with actions in the Welsh in Education Strategic Plan.	1-28	2-3 years
1.4	Work in partnership with organisations such as the Welsh in Education Forum, ABUHB and the Registration Service to promote the Becoming Bilingual booklet to new parents in an (digital) information pack.	2, 3, 11, 13, 14, 15, 20, 21, 22, 28	2-3 years
1.5	Newline to include a Welsh medium service article in every edition promoting the Welsh medium activities and services available locally.	1-28	1-2 years
1.6	Regional partnership with council's and Welsh in Education Forums working together to plan Welsh medium activities and promote Welsh medium education.	1-28	3-5 years
1.7 (2.8, 2.9, 2.12, 3.13, 3.8)	Link in with Language Champions and Ambassadors across partner organisations to ensure a consistent message regarding Welsh medium education across the board and to promote Welsh medium activities.	1-28	2-3 years
1.8 (3.10)	Help and support schools to meet the requirements of the 'Siarter Iaith' and 'Cymraeg Campus' schemes, especially using Welsh outside of school. Link with the delivery of the Welsh in Education Strategic Plan and the 'Siarter Iaith' and 'Cymraeg Campus' school leaders.	1-28	3-5 years
1.9	Improve communication between the council and partner organisations of the work and activities that are taking place locally and share widely.	1-28	1-2 years
1.10 (3.7)	Promote Welsh medium education and Welsh language activities with people from protected groups, such as ethnic minority communities and disability. Promote Welsh courses for refugees.	1-28	1-2 years

## Strategic Area 2 – Children and Young People

### Vision

Children and Young People use Welsh outside of education settings and understand its value as a skill in future life. Children and Young People have better access to social events and services in Welsh.

### Outcome

Children and young people increasingly speak Welsh as part of their everyday routine, improve potential career prospects and realise the value of the language.

### Indicators

- % of Year 6 pupils showing an increase in their use of Welsh at the end of their time in primary school.
- % of Year 11 pupils who are studying for five or more qualifications through the medium of Welsh.
- % of 16-19 year olds who are studying courses through the medium of Welsh.
- Number of pupils studying Welsh at A Level
- Attendance numbers of children and young people at Welsh language activities, such as events organised by partner organisations.

### Links to Strategy

- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Welsh in Education Strategic Plan
- More than Just Words Strategy
- Caerphilly Council's Strategic Equality Plan 2020-2024
- Shared Ambitions Strategy 2019-2022

### Strategic Priorities

- Support educators to allow them to promote the extra-curricular activities available through medium of Welsh.
- Work with young people to raise awareness of Welsh as a valuable skills for training and employment.
- Raise awareness amongst staff that come into contact with children and young people of the need to foster positive attitudes towards the Welsh language.
- Increase the number of children accessing Welsh medium education and studying Welsh in secondary school.
- Develop bilingual leadership skills amongst young people to help them develop to become champions of the language within their communities.

### Partner Organisations

- |                                   |                                 |
|-----------------------------------|---------------------------------|
| 1. All CCBC Schools               | 15. Education Service           |
| 2. All CCBC Service Areas         | 16. Gwernt Police               |
| 3. Aneurin Bevan U Health Board   | 17. Gwent Welsh for Adults      |
| 4. Caerphilly Business Club       | 18. Helo Blod                   |
| 5. Caerphilly Youth Service       | 19. Leisure and Parks Services  |
| 6. Careers Wales                  | 20. Menter Iaith Caerffili      |
| 7. Coleg Cymraeg Cenedlaethol     | 21. Mudiad Meithrin             |
| 8. Coleg Gwent                    | 22. Parent Network              |
| 9. Coleg y Cymoedd                | 23. Public Services Board       |
| 10. Councillors                   | 24. Supporting People           |
| 11. Cymraeg i Blant               | 25. Town and Community Councils |
| 12. Destination Services          | 26. University of South Wales   |
| 13. Early Years                   | 27. Voluntary Sector - GAVO     |
| 14. Education Achievement Service | 28. YFU Urd                     |

Action		Partners	Status
2.1	Audit current Welsh medium opportunities and services for children and young people to identify gaps and areas of demand looking across all partner organisations.	1-28	1-2 years
2.2 (1.1, 2.7)	Promote Welsh language organisations in particular their services for children and young people.	1-28	1-2 years
2.3 (5.12)	Work with partners to run a jobs fair and follow it up with mock interview sessions and raise awareness of job vacancy websites, to include the development of a video positively promoting careers through the medium of Welsh.	1-28	2-3 years
2.4 (2.5, 2.12, 5.8)	Link up with local further education colleges and universities to communicate positive messages to students to consider the Welsh language as part of their courses and within careers.	6, 7, 8, 9, 15, 26	2-3 years
2.5 (2.4, 2.12, 5.8)	Consult and create a campaign to attract young people to be involved in youth work, sport and art activities as leaders, volunteering etc. Work with Youth Service, Sport and Leisure Service, Caerphilly Cares and GAVO etc.	1-28	2-3 years
2.6	Develop Welsh language awareness training, especially for staff working with children and young people, including a resource pack to support provisions to promote language and local heritage e.g. Youth Forum, youth clubs, libraries etc	1-28	2-3 years
2.7 (1.1, 2.2)	Develop a webpage on the council's website with links to all the partner organisations and DEWIS and all the available resources.	1-28	1-2 years
2.8 (1.7, 2.9, 2.12, 2.13, 3.8)	Work regionally to develop a book and digital stories which can be used as resources to positively promote Welsh medium education.	1-28	2-3 years
2.9 (1.7, 2.8, 2.12, 2.13, 3.8)	Link in with Language Champions and Ambassadors across partner organisations to ensure a consistent message regarding Welsh medium education across the board and to promote Welsh medium activities.	1-28	1-2 years
2.10 (1.8)	Help and support schools to meet the requirements of the 'Siarter Iaith' and 'Cymraeg Campus' schemes especially using Welsh outside of school. Link with the delivery of the Welsh in Education Strategic Plan and the 'Siarter Iaith' and 'Cymraeg Campus' school leaders.	1-28	1-2 years
2.11	Ensure teachers from the primary and secondary schools are represented on the Welsh Language Forum and the Welsh in Education Forum.	1, 13, 20,	1-2 years
2.12 (1.7, 2.8, 2.9, 2.13, 3.8)	Work regionally to develop different methods of communicating information to young people, including podcasts, video clips, social media etc. to promote key positive messages, especially for school years 5, 6, 7, 8, 9, 10, 11 and further education.	1-28	1-2 years
2.13 (1.7, 2.8, 2.9 2.12, 3.8, 5.8)	Work regionally to develop case studies to be used to promote careers and opportunities through the medium of Welsh, including ones for non-Welsh speaking parents who have put their children in Welsh medium education.	1-28	1-2 years

## Strategic Area 3 – Communities

### Vision

Community groups and businesses increase and support the use of Welsh within their localities.

### Outcome

Support community groups and businesses and help them to increase the use of the Welsh language within their communities.

### Indicators

- The number of Welsh language activities which are arranged and held within communities across the county borough.
- The number of people who attend those Welsh medium events.

### Links to Strategy

- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Welsh in Education Strategic Plan
- More than Just Words Strategy
- Caerphilly Council's Strategic Equality Plan 2020-2024
- Shared Ambitions Strategy 2019-2022

### Strategic Priorities

- Support existing Welsh language community activities and share good practise.
- Support community groups to mainstream the use of the Welsh language and offer learners the opportunity to practice it.
- Provide specific support to community initiatives in order to enable them to realise their plans to promote the Welsh Language.
- Empower residents and young people to access services in Welsh when the service is available.

### Partner Organisations

- |                                   |                                 |
|-----------------------------------|---------------------------------|
| 1. All CCBC Schools               | 15. Education Service           |
| 2. All CCBC Service Areas         | 16. Gwernt Police               |
| 3. Aneurin Bevan U Health Board   | 17. Gwent Welsh for Adults      |
| 4. Caerphilly Business Club       | 18. Helo Blod                   |
| 5. Caerphilly Youth Service       | 19. Leisure and Parks Services  |
| 6. Careers Wales                  | 20. Menter Iaith Caerffili      |
| 7. Coleg Cymraeg Cenedlaethol     | 21. Mudiad Meithrin             |
| 8. Coleg Gwent                    | 22. Parent Network              |
| 9. Coleg y Cymoedd                | 23. Public Services Board       |
| 10. Councillors                   | 24. Supporting People           |
| 11. Cymraeg i Blant               | 25. Town and Community Councils |
| 12. Destination Services          | 26. University of South Wales   |
| 13. Early Years                   | 27. Voluntary Sector - GAVO     |
| 14. Education Achievement Service | 28. Yr Urdd                     |

Action		Partners	Status
3.1 (3.2, 4.1, 4.6, 4.9, 5.1)	Promote the availability of bilingual services by ensuring Welsh speakers and learners within service areas and across partner organisations wear appropriate lanyards and or badges showing their skill and to encourage the public to speak Welsh when accessing services.	1-28	1-2 years
3.2 (3.1, 4.1, 4.6, 4.9, 5.1)	Encourage and support local businesses to use more Welsh when delivering services, including the distribution and promotion of displaying the laith Gwaith signage, badges or lanyards to encourage Welsh speakers and learners to actively access services through the Welsh language.	1-28	1-2 years
3.3 (4.11)	Create a resource and App that lists all the businesses and services available locally through the medium of Welsh in order to highlight opportunities to use the language across community life, including council services.	1-28	2-3 years
3.4	The council and partner organisations to support and promote the development of Ffiliffest, Menter laith Caerffili's annual festival which celebrates the Welsh language and local heritage.	1-28	1-2 years
3.5 (4.3, 4.4)	Ensure Caerphilly Council's community event programmes include provision of activities through the medium of Welsh and develop opportunities where there are gaps.	1-28	1-2 years
3.6 P	Develop Bilingual Friendly Communities – link in with local schools, libraries, businesses and Helo Blod.	1-28	3-5 years
3.7 Page 207 (.10)	Promote Welsh medium education and Welsh language activities with people from protected groups, such as ethnic minority communities and disability. Promote Welsh courses for refugees.	1-28	1-2 years
3.8 207 (.7, 2.9, 2.12, 2.13)	Work regionally to raise parent's awareness of opportunities to learn Welsh and partner organisations to support their progress with opportunities to use Welsh every day. Develop a 'Freshers' Event and information pack for parents sending their children to Welsh school for the first time.	1-28	1-2 years
3.9	Work on a regional basis to actively raise awareness of the general public of the Welsh language, including why we are doing so, the rights of Welsh speakers to receive goods and services through then medium of Welsh, and live their daily life through the medium of Welsh.	1-28	1-2 years
3.10	Work with Caerphilly Business Club to raise local businesses' awareness of opportunities and resources available for them to provide a Welsh language service.	2, 3, 4, 7, 8, 9, 18, 20, 26, 28	1-2 years
3.11	The Council, its commissioned services and relevant partner organisations to promote the use of the active offer.	2, 3, 5, 12, 13, 15, 19, 24	1-2 years

## Strategic Area 4 – Welsh Language Services

### Vision

Promote and improve availability of Welsh medium services in Caerphilly county borough.

### Outcome

- More Welsh medium services available to the public.
- More use made of the services that are available through the Welsh language.
- Welsh language support groups are included in directories of community and voluntary groups.
- The Welsh language is integrated into impact assessments and collaboration arrangements.

### Indicators

- The number of Welsh language activities which are arranged and held within communities across the county borough.
- The number of people who attend those Welsh medium events.
- The number of staff able to provide Welsh language services to the public in accordance with Standards 127 and 151.
- The number and outcome of complaints received regarding the availability of Welsh language services in accordance with Standard 147.

### Links to Strategy

- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Welsh in Education Strategic Plan
- More than Just Words Strategy
- Caerphilly Council's Strategic Equality Plan 2020-2024
- Shared Ambitions Strategy 2019-2022

### Strategic Priorities

- The relevant language standards are being operated.
- Senior council managers show a strong commitment to the Welsh language and understand their skills gaps.
- Welsh is used in collaboration arrangements, and 3<sup>rd</sup> party contract and commissioning documents.
- Welsh language classes made available to council staff and partner organisations.

### Partner Organisations

- |                                   |                                 |
|-----------------------------------|---------------------------------|
| 1. All CCBC Schools               | 15. Education Service           |
| 2. All CCBC Service Areas         | 16. Gwernt Police               |
| 3. Aneurin Bevan U Health Board   | 17. Gwent Welsh for Adults      |
| 4. Caerphilly Business Club       | 18. Helo Blod                   |
| 5. Caerphilly Youth Service       | 19. Leisure and Parks Services  |
| 6. Careers Wales                  | 20. Menter Iaith Caerffili      |
| 7. Coleg Cymraeg Cenedlaethol     | 21. Mudiad Meithrin             |
| 8. Coleg Gwent                    | 22. Parent Network              |
| 9. Coleg y Cymoedd                | 23. Public Services Board       |
| 10. Councillors                   | 24. Supporting People           |
| 11. Cymraeg i Blant               | 25. Town and Community Councils |
| 12. Destination Services          | 26. University of South Wales   |
| 13. Early Years                   | 27. Voluntary Sector - GAVO     |
| 14. Education Achievement Service | 28. Yr Urdd                     |



Action		Partners	Status
4.1 (3.1, 3.2, 4.6, 4.9, 5.1)	Encourage all council service areas to use the Iaith Gwaith badges and lanyards (Standard 68) so that service users know there is a Welsh language service available.	1-28	1-2 years
4.2	Improve provision of services following feedback or complaints received.	2	2-3 years
4.3 (3.5 & 4.4)	The council to map all funding received from Welsh Government and external partners to deliver activities (Holiday Hunger Club, Summer of Fun etc.) and map provision through the medium of Welsh.	2, 5, 12, 13, 19,	1-2 years
4.4 (3.5 & 4.3)	When planning provision of activities, consideration must be given to provision of activities through the medium of Welsh and working in partnership where required.	1-28	1-2 years
4.5	All council service areas to log/record details when a member of the public indicates that they wish for all their telephone calls to be conducted through the medium of Welsh (Standard 21).	2	1-2 years
4.6 (3.1, 3.2, 4.1, 4.9, 5.1)	Raise awareness of Welsh Language services in order to meet the requirements of a positive offer and raise awareness of the ability to contact the local authority in Welsh by telephone, face to face or via written communication.	1-28	1-2 years
4.7	Improve regional partnership working between council service areas and partner organisations to deliver bilingual services.	1-28	1-2 years
4.8	Partner organisations and the council to work together to promote the value of the Welsh language.	1-28	1-2 years
4.9 (3.1, 3.2, 4.1, 4.6, 5.1)	Encourage businesses and the voluntary sector to use the Iaith Gwaith badges and lanyards and to develop a bilingual image.	1-28	1-2 years
4.10	Work regionally to develop a joint campaign raising awareness of all partner organisations' existing Welsh language services e.g. phone lines, self-service machines etc.	1-28	1-2 years
4.11 (3.3)	Create a resource and App that lists all the businesses and services available locally through the medium of Welsh in order to highlight opportunities to use the language across community life, including council services.	1-28	2-3 years
4.12 (5.9)	The council and partner organisations to undertake a linguistic skills audit of their staff to understand what capacity there is using the ALTE levels. Opportunities to work in partnership should any gaps be identified.	1-28	2-3 years
4.13	Embed actions within the Council's Corporate Performance Assessment (CPA) and Directorate Performance Assessments (DPAs).	2	1-2 years

## Strategic Area 5 – The Workplace

### Vision

Increase Opportunities for people to use the Welsh Language in the workplace.

### Outcome

An increasing number/percentage of the workforce uses the Welsh language in the workplace.

### Indicators

- The number of staff employed by partner organisations who use the Welsh language in the workplace.
- The number of staff learning Welsh.

### Links to Strategy

- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Welsh in Education Strategic Plan
- Caerphilly Council's Strategic Equality Plan 2020-2024

### Strategic Priorities

- Increase Welsh language skills and awareness amongst local managers.
- Increase knowledge about the linguistic skills of staff who work within the council and partner organisations.
- Increase recognition that the Welsh language is a valuable skill in the workplace.
- Increase awareness of the importance of the Welsh language as a skill when recruiting, amongst those who are responsible for jobs and employment.
- Enable and support fluent staff and staff who are learning to use the Welsh language in the workplace.

### Partner Organisations

- |                                   |                                 |
|-----------------------------------|---------------------------------|
| 1. All CCBC Schools               | 15. Education Service           |
| 2. All CCBC Service Areas         | 16. Gwernt Police               |
| 3. Aneurin Bevan U Health Board   | 17. Gwent Welsh for Adults      |
| 4. Caerphilly Business Club       | 18. Helo Blod                   |
| 5. Caerphilly Youth Service       | 19. Leisure and Parks Services  |
| 6. Careers Wales                  | 20. Menter Iaith Caerffili      |
| 7. Coleg Cymraeg Cenedlaethol     | 21. Mudiad Meithrin             |
| 8. Coleg Gwent                    | 22. Parent Network              |
| 9. Coleg y Cymoedd                | 23. Public Services Board       |
| 10. Councillors                   | 24. Supporting People           |
| 11. Cymraeg i Blant               | 25. Town and Community Councils |
| 12. Destination Services          | 26. University of South Wales   |
| 13. Early Years                   | 27. Voluntary Sector - GAVO     |
| 14. Education Achievement Service | 28. Yr Urdd                     |

Action		Partners	Status
5.1 (3.1, 3.2, 4.6, 4.9, 5.1)	Support and encourage the council's Welsh speaking staff and learners to use their skills in the workplace. Develop a Welsh language staff group to support this, working in partnership.	2	1-2 years
5.2	Ensure there are Welsh language categories in the council's Staff Recognition Scheme.	2	1-2 years
5.3	Work to change the internal culture and acceptance of the Welsh language in delivering services. Support with awareness raising and training opportunities.	2	1-2 years
5.4	Establish promoting Welsh as a recognised objective for managers so that they are able to provide evidence of work undertaken to increase Welsh speaking staff and promote Welsh medium services.	2	1-2 years
5.5	Ensure appropriate Welsh language training is available to staff to learn Welsh from basic to advanced/proficient. Target front-line services.	1-28	1-2 years
5.6	Ensure the Welsh language is considered and included as part of any induction process for new starters.	1-28	1-2 years
5.7	Develop a Linguistic Skills Strategy to support the council's commitment to the Welsh language and the implementation of the Welsh Language Standards.	2	2-3 years
5.8 (2.4, 2.5, 2.13)	Promote the opportunities to follow a career through the medium of Welsh as a partnership of organisations.	1-28	1-2 years
5.9 (2.12)	The council and partner organisations to undertake a linguistic skills audit of their staff to understand what capacity there is using the ALTE levels. Opportunities to work in partnership should any gaps be identified.	1-28	1-2 years
5.10	Partner organisations to monitor how many Welsh Essential posts they have, the nature of the posts and how they are currently filled.	1-28	1-2 years
5.11	Partner organisations to monitor how many of them currently provide Welsh Language Awareness Training to staff and how that training is provided.	1-28	1-2 years
5.12 (2.3)	Using the data collated from actions 5.10 & 5.11, work with partner organisations to run a jobs fair and follow it up with mock interview sessions and raise awareness of job vacancy websites.	1-28	2-3 years
5.13	Work regionally to develop a good practice guide on how to use Welsh effectively e.g. bilingual greetings at the start of meetings etc.	1-28	1-2 years
5.14	Work regionally to develop opportunities for Welsh speakers and learners to have use their Welsh language skills in an informal setting, such as lunchtime café, coffee mornings etc.	1-28	2-3 years

## Strategic Area 6 – Infrastructure (Policies and Practices)

### Vision

Organisations and services integrate the Welsh language into all policies and activities.

### Outcome

The Welsh language integrated appropriately into strategies, policies and practices of the council and partner organisations.

### Indicators

- % and number of policies that have been impact assessed in line with the requirements of Welsh Language Standards 88-90.

### Links to Strategy

- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Welsh in Education Strategic Plan
- Caerphilly Council's Strategic Equality Plan 2020-2024
- Welsh Government Technical Advice Note 20: Planning and the Welsh Language 2013

### Strategic Priorities

- Ensure that the impact assessment processes consider Welsh language issues in line with Welsh Language Standards 88-90.
- Ensure that the council's policy development practices comply with the relevant Policy Making Standards.
- Ensure that the review of this Strategy is undertaken in 5 years as required by Welsh Language Standard 146.

### Partner Organisations

- |                                   |                                 |
|-----------------------------------|---------------------------------|
| 1. All CCBC Schools               | 15. Education Service           |
| 2. All CCBC Service Areas         | 16. Gwernt Police               |
| 3. Aneurin Bevan U Health Board   | 17. Gwent Welsh for Adults      |
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| 10. Councillors                   | 24. Supporting People           |
| 11. Cymraeg i Blant               | 25. Town and Community Councils |
| 12. Destination Services          | 26. University of South Wales   |
| 13. Early Years                   | 27. Voluntary Sector - GAVO     |
| 14. Education Achievement Service | 28. Yr Urdd                     |

Action		Partners	Status
6.1	Welsh language to be further embedded in consultation practices/exercises (as an element for consideration in addition to the organisations that are consultees).	2	1-2 years
6.2	Ensure all Integrated Impact Assessments (IIA) consider the impact of a proposal on the Welsh language (IIA Section 7).	2	1-2 years
6.3	Ensure proposals have been developed so that there are positive effects, or increased positive effects on (a) opportunities for persons to use the Welsh language, and b) treating the Welsh language no less favourably than the English language (IIA Section 7a).	2	1-2 years
6.4	Establish Welsh language implications as an integral part of planning developments in terms of housing and education expansion, particularly in terms of Welsh medium school places.	2	1-2 years
6.5	Encourage wider partners to have the Welsh language as an integral part of developing and impact assessing proposed policies and practices.	1-28	1-2 years

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# Menter Iaith Caerffili

## Language Profile 2021

March 2021

## 1. Introduction

This profile examines the position of the Welsh language in Caerphilly County Borough, the provision for Welsh speakers by a range of organisations and the way in which Welsh speakers in the area are using Welsh in their communities.

The aim is to look at the context of the Welsh language in the area today so that consideration can be given to how to increase opportunities for Welsh speakers to use the language. It will help the Menter to plan strategically and operate as an influential partner as organisations are faced with the task of meeting the statutory requirements in relation to the Welsh language in their areas. The profile reflects the usual provision of various organisations for local Welsh speakers but also considers the current challenges in the context of COVID-19.

This profile is based on the 2011 Census statistics; the Welsh Government's Welsh Language Use Survey 2013-15; Caerphilly County PLASC data, Caerphilly County Welsh in Education Strategic Plan Progress Report, Welsh Government; Welsh Language Use in the Community: Research Study, Bangor University 2015; with reference also to the results of a survey conducted by the Welsh Government in October 2020 to consider the impact of COVID-19 on organisations locally promoting the Welsh language or operating through the medium of Welsh.

**Caerphilly has  
19,251 Welsh  
speakers, which  
is 11.2% of the  
population**



## Contents

1. Introduction.....	1
2. Context .....	3
3. The impact of Covid-19.....	4
4. The demographics of the Welsh language .....	7
5. Strategic Context .....	11
6. Language Transmission in the Home.....	15
7. Education.....	18
8. Health and Well-being .....	27
9. The Workplace and the Economy.....	31
10. Housing and Households .....	36
11. Community Activities and Using Welsh in the Community	38
12. Relevant Studies .....	46
13. Conclusion .....	49

## 2. Context

Caerphilly county is a beautiful area with a rich history. It spans the industrial and rural, and offers a wide variety of leisure and cultural opportunities. However, some areas of the county are in the 10% most deprived areas in Wales, and the county has higher than average levels of unemployment and economic inactivity. There are also challenges in skills development, with higher than average numbers of 18- and 19-year-olds dropping out of full-time education. This means some fundamental challenges to the health, well-being, employment and skills of people in the area.

Menter Iaith Caerffili was established in 1999 to meet the need to promote and extend the use of Welsh in the area by creating opportunities and services for the county's residents to use the language in their local communities. The main aim of the Menter is to increase the use of Welsh across the county's communities. The Menter focuses its core work on the following areas:

- Childcare services and various opportunities for children during school holidays
- Supporting and encouraging childcare providers to use the Welsh language
- Opportunities for young people
- Activities for children and families to use the Welsh language
- Digital activities and opportunities to use the Welsh language
- Opportunities to volunteer through the medium of Welsh
- Supporting local businesses to increase their use of Welsh
- Social opportunities for families
- Social activities for learners
- Formal and informal learning activities
- The Hyder Project that supports Welsh speakers who lack confidence
- Annual Ffiliffest festival

The Menter has numerous partners throughout the County including Caerphilly County Borough Council, Urdd Gobaith Cymru, Mudiad

Meithrin, Cymraeg for Kids, Learn Welsh Gwent, Merched y Wawr, CADW, schools and colleges, local businesses, and others. One of Menter Caerffili's main partners is the Welsh Government's Welsh Language Division, and Caerphilly Council is responsible for funding some of the services offered by the Menter through the medium of Welsh in the County.

The Menter, with its partners in the county Language Forum, acts as a source of expertise in promoting the Welsh language in the area. It is a key partner for the Local Authority in helping it achieve its aim of maintaining and increasing the number of Welsh speakers over the coming years.

As well as increasing opportunities for Welsh speakers to extend their use of the language in their daily lives, the Council along with its partners will need to plan strategically for the long term to increase the number of speakers in the county. In the South East region, increasing Welsh-medium education opportunities is essential, and alongside this, there is a need to ensure that the bilingual workforce that is created through education has the opportunity to continue to use Welsh in the world of work. Another important element is attracting new people to learn the language and gain confidence in the skills they have at whatever level, and progression and support are crucial to this.

### **3. The impact of Covid-19 on opportunities to use Welsh in the community**

During September-October 2020, the Mentrau Iaith assisted the Welsh Government with the distribution of a questionnaire to organisations that promote the Welsh language across our communities. The purpose of the questionnaire was to try and measure the impact of Covid-19 on the activities and opportunities normally offered, specifically during the first lockdown. The questionnaire also asked about the long-term impact of Covid-19 on the way the organisations operated and asked them to identify any decisions to change their ways of working as a result of

Covid-19. It should be noted that there have been several further lockdowns since the first lockdown as well as a number of restrictions.

The questionnaire was distributed to around 30 community groups or organisations including the Menter itself and groups led by the Menter. Twenty-five questionnaires were returned by a variety of organisations including the following:

- Mudiad Meithrin – cylchoedd meithrin nursery groups
- Parent and toddler groups
- Papur bro, community paper
- Eisteddfod y Cymoedd
- Merched y Wawr branch
- The Urdd
- Welsh learner groups

In all, 96% of groups stated that they had moved their activities online, with only 4% stating that they had suspended activities. Those who had suspended their activities during the first lockdown were largely children and toddler groups or sessions. It is important to note that the circumstances of the organisations have now changed, and we have confirmed that parent and toddler groups are now conducting activities digitally.

All groups reported adopting several new ways of working OR some new ways of working. A number of recurring themes emerged from the organisations' responses in terms of what they have learned during the period in question:

- The opportunity to move to working digitally has been successful
- The period has been an opportunity to innovate and take some risks
- The period has highlighted gaps in digital skills
- The period has provided opportunities to change working practices for the long term

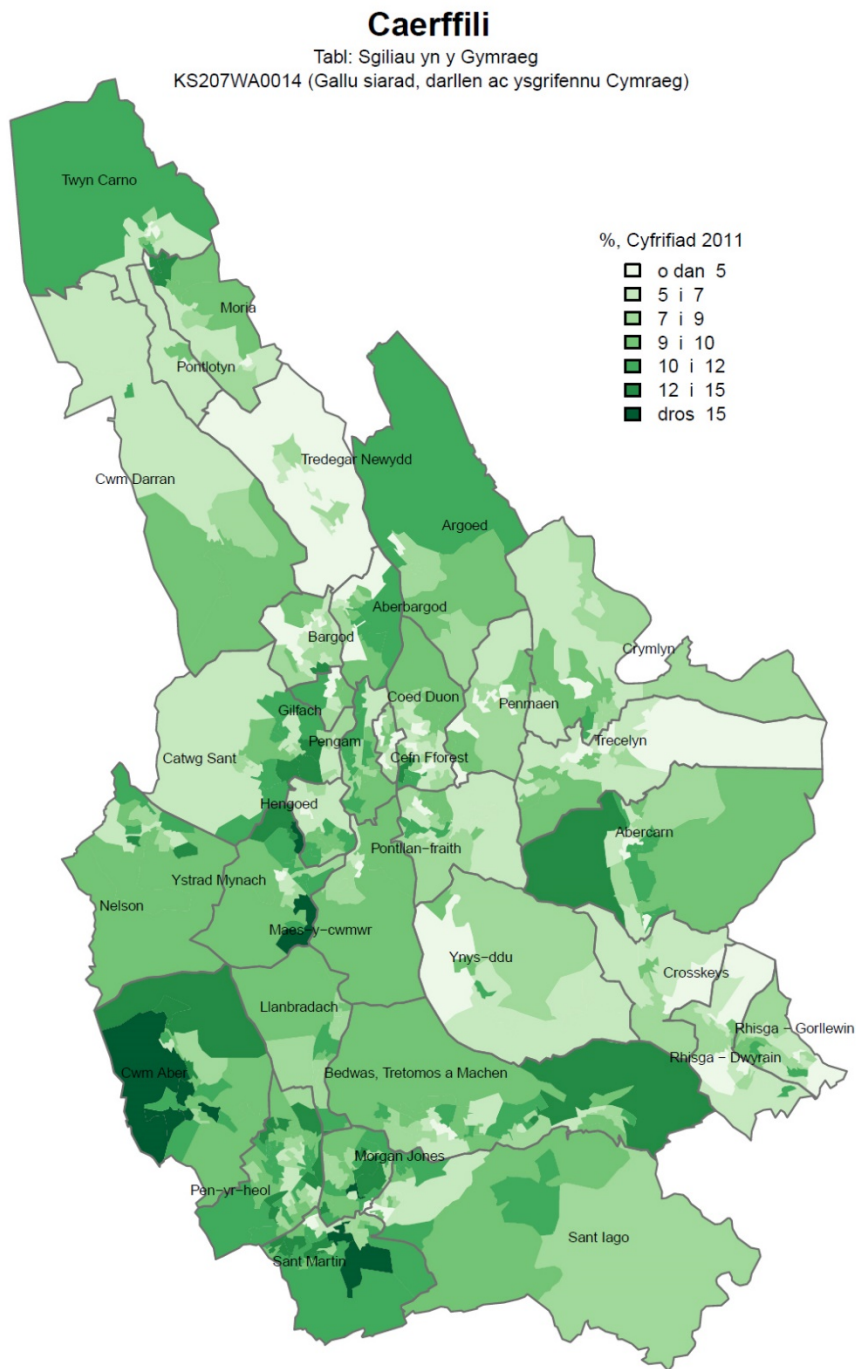
There was also an opportunity to ask organisations what would help them continue and prosper in the future. Again, a number of common responses were noted, including:

- Additional funding
- Further support to work digitally
- Relaxation of restrictions
- An effective vaccine
- The opportunity to continue to trial new ways of working and innovating

The Menter's aim is to reconnect with the groups who completed the questionnaire to try to find out how they are now operating and whether the situation has changed. During lockdown, the Menter has supported a number of the above groups to work digitally, and any needs for this type of support for the long term will be a consideration for the Menter and its partners.

### 4. The demographics of the Welsh language

This map shows the Welsh language skills of people in the Caerphilly area in 2011:



Dangosir canrannau o fewn ardaloedd cynnyrch Cyfrifiad 2011, o fewn adrannau etholiadol

Crëwyd gan Hywel Jones. Cywirwyd newidynnau KS208WA0022-27

Yn cynnwys data Ystadegau Gwladol © Hawlfraint y Goron a hawl cronfa ddata 2013; Yn cynnwys data Arolwg Ordans © Hawlfraint y Goron a hawl cronfa ddata 2013

The 2011 Census results showed a decrease in the number of Welsh speakers in Wales compared to 2001. Despite this decrease across Wales

and in the percentage of Welsh speakers in the South East region itself, the percentage of Welsh speakers in the Caerphilly area remained constant.

**Table 1: Comparison of the number and percentage of Welsh speakers between 2001 and 2011**

	Able to speak Welsh Number		Able to speak Welsh Percentage of population	
	2001	2011	2001	2011
<b>Caerphilly</b>	<b>18,237</b>	<b>19,251</b>	<b>11.2</b>	<b>11.2</b>
Region	173,445	174,782	11.6	10.9
Wales	582,368	562,016	20.8	19.0

**Table 2: Number and percentage of Welsh speakers in Caerphilly Communities from the 2011 Census**

Community	Population over 3 years of age	Welsh speakers	PERCENTAGE
Aber Valley	6456	1020	<b>15.8</b>
St Martins	8134	1132	<b>13.9</b>
Morgan Jones	6495	875	<b>13.5</b>
Caerphilly	13,311	1,760	<b>13.2</b>
Ystrad Mynach	4838	3902	<b>13.2</b>
Pen-yr-heol, Trecennydd and Energlyn	11,949	1571	<b>13.1</b>
Pengam	3687	466	<b>12.6</b>
Nelson	4502	553	<b>12.3</b>
St Catwg	7523	899	<b>12</b>
Llanbradach	4222	502	<b>11.9</b>
Maesycwmmmer	2175	223	<b>11.9</b>
Abercarn	5139	600	<b>11.7</b>
Bedwas, Tretomas and Machen	10,361	1186	<b>11.4</b>
Argoed	2652	290	<b>10.9</b>
Hengoed	5322	577	<b>10.8</b>
Twyn Carno	2354	255	<b>10.8</b>
St James	5748	614	<b>10.7</b>
Moriah	4329	459	<b>10.6</b>
Aberbargoed	3471	366	<b>10.5</b>

Blackwood	8242	869	<b>10.5</b>
Risca East	6228	652	<b>10.5</b>
Darren Valley	2,512	260	<b>10.4</b>
Crumlin	5756	590	<b>10.3</b>
Ynysddu	3802	387	<b>10.2</b>
Penmaen	5044	510	<b>10.1</b>
Pontllanfraith	8237	831	<b>10.1</b>
Bargoed	5946	587	<b>9.9</b>
Gilfach	1995	190	<b>9.5</b>
Cefn Fforest	3,749	358	<b>9.5</b>
Crosskeys	3156	285	<b>9</b>
Risca West	5073	457	<b>9</b>
Newbridge	6285	557	<b>8.9</b>
Pontlotyn	1862	145	<b>7.8</b>
New Tredegar	4,728	346	<b>7.3</b>

Table 3: The communities where there has been an increase in the number of Welsh speakers

Community	2001	2011	Increase
Abercarn	9.1%	11.7%	<b>2.6%</b>
Maesycwmmmer	8.9%	10.3%	<b>1.4%</b>
Nelson	11.0%	12.3%	<b>1.3%</b>
Pengam	11.7%	12.6%	<b>0.9%</b>
Pontllanfraith	9.5%	10.1%	<b>0.6%</b>
Caerphilly	13.2%	13.7%	<b>0.5%</b>
Pen-yr-heol, Trecennydd and Energlyn	12.7%	13.1%	<b>0.4%</b>
Gelligaer	11.7%	12.0%	<b>0.3%</b>
Bargoed	9.8%	10.0%	<b>0.2%</b>
Aber Valley	15.7%	15.8%	<b>0.1%</b>



Table 4: Comparison of numbers / percentages across age range – between 2001 and 2011

Age group	% Welsh speakers 2001	% Welsh speakers 2011	Number of Welsh speakers 2001	Number of Welsh speakers 2011
<b>All (over 3)</b>	<b>11.2</b>	<b>11.2</b>	<b>18,237</b>	<b>19,251</b>
Age 3-4	13.0	20.7	570	925
Age 5-9	31.9	33.4	3,674	3,481
Age 10-14	39.8	38.8	4,853	4,265
Age 15-19	26.5	26.5	2,847	2,994
Age 20-24	11.4	12.8	1,059	1,384
Age 25-29	8.4	10.6	924	1,032
Age 30-34	6.5	9.4	822	1,032
Age 35-39	5.1	7.6	649	864
Age 40-44	4.2	5.6	483	737
Age 45-49	3.8	4.4	414	568
Age 50-54	3.7	3.2	446	372
Age 55-59	3.4	3.2	341	345
Age 60-64	2.9	3.0	245	350
Age 65-69	2.5	2.7	192	250
Age 70-74	2.6	2.2	168	166
Age 75-79	3.4	2.2	190	124
Age 80+	5.9	2.8	360	200

There is a marked increase in early years and children – the percentage of speakers is higher among 3-14 year olds than their parents' generation (the cohort aged 25-49). The 5 to 14 age group represents school pupils – this is the highest percentage of Welsh speakers. This demonstrates the influence of Welsh-medium education and Welsh second language education, and we will look at this in more detail in the next chapter.

## 5. Strategic Context

In terms of the policy and legislative context within which the Menter Iaith operates, there is a clear national focus on the Welsh language in many areas, and the Local Authority, Health Board and others have a responsibility to meet these requirements locally. The main ones are:

### Caerphilly County Borough's Five Year Welsh Language Strategy:

#### 2017-22

Welsh language schemes have been replaced by a new system of requirements that came into force following the Welsh Language (Wales) Measure 2011. As well as giving the Welsh language official status, the Measure, through regulations, imposes statutory Welsh language standards on bodies in Wales.

These include promotional standards (standards number 145 and 146) which require Caerphilly County Borough Council to:

- **Set targets to promote the Welsh language and facilitate wider use in the area, and maintain or increase the number of Welsh speakers.**
- **Publish the results as well as a list of activities organized or funded to promote the use of Welsh.**

Caerphilly County Borough's Five Year Welsh Language Strategy was published in 2017 and officially launched at Menter Caerffili's festival, Ffiliffest. The Menter has been instrumental in shaping the Strategy, and particularly in the development of the Strategy's action plan. Members of the county Language Forum also contribute substantially to the delivery of the Strategy.

## The Welsh Government's Welsh Language Strategy:

### Cymraeg 2050 – A Million Welsh Speakers

The Welsh Government's main vision for the year 2050 is that *“the Welsh language is thriving, the number of speakers has reached a million, and it is used in every aspect of life. Among those who do not speak Welsh there is goodwill and a sense of ownership towards the language and recognition by all of its contribution to the culture, society and economy of Wales.”*

Cymraeg 2050 includes three Strategic Themes, namely:

1. Increasing the number of Welsh speakers
2. Increasing the use of Welsh
3. Creating favourable conditions – infrastructure and context

The majority of the Menter's work falls under Theme 2, as the Menter prioritizes the development of opportunities to increase local use of the language. However, elements of the Menter's work also support and contribute to Themes 1 and 3. The Menter supports opportunities locally to learn Welsh and offers new speakers opportunities that bridge between opportunities to learn and opportunities to use the language. In addition, the Menter employs over 70 members of staff and has developed Welsh-medium services and a Welsh-medium workforce that make a significant contribution to the local economy.

### The Well-being of Future Generations Act

The Well-being of Future Generations (Wales) Act 2015 sets out seven goals for the well-being of future generations in Wales. These include ensuring a *'A Wales of vibrant culture and thriving Welsh language'*.

According to the Welsh Government: *“The well-being plans which we intend local authorities to prepare as a result of the Well-being of Future Generations Bill will provide an important vehicle to ensure that the goal of a thriving Welsh language is a central consideration in future public policy.”*

### More than Just Words

'More than just words...' is the Welsh Government's strategic framework for improving Welsh language services in health, social services and social care. The targets for Local Authorities and Health Boards to improve their Welsh language services aim to meet people's linguistic needs and improve the quality of care.

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### Welsh in Education Strategic Plan 2017 – 2020

Regulations in Wales require all local authorities to produce a Welsh in Education Strategic Plan (WESP).

The plan sets out the council's vision to stimulate demand for Welsh-medium education and includes actions for 2017 to 2020.

- more seven year old children being taught through the medium of Welsh
- more pupils continuing to improve their language skills when transferring from primary to secondary school
- more students studying through the medium of Welsh
- more students aged 16-19 studying Welsh and studying subjects through the medium of Welsh
- more students with advanced Welsh language skills
- Welsh-medium provision for pupils with Additional Learning Needs
- Workforce Planning and Continuing Professional Development

In Caerphilly County Borough's Welsh in Education Strategic Plan, the Council notes the following:

**By 2020 we will:**

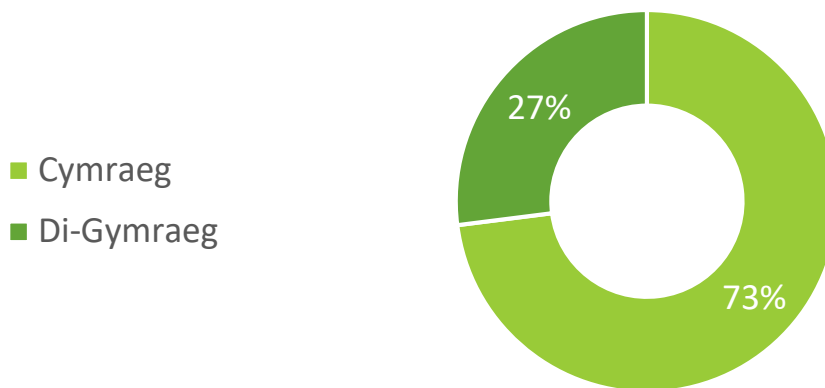
- **Improve standards of attainment particularly in Key Stage 4 at the Level 2+ threshold**
- **Raise levels of attendance**
- **Reduce the impact of poverty on children and young people**
- **Continue to proactively promote early years provision to stimulate parental demand**
- **Increase the number of children accessing Welsh medium education, in line with parental demand identified in surveys, equating to 18% in primary by 2018 (an increase from 9.19% in 1996) and 20% in secondary by 2023 (an increase from 7.30% in 1996).**
- **Proactively manage Welsh medium places to ensure excess surplus places are minimised.**
- **Work with 21st Century Schools team in Welsh Government to identify funding in Band B of 21st Century Schools programme, for the development of sufficient Welsh medium places in areas where they are coming under pressure, in particular Bedwas Trethomas Machen area, and the Islwyn East area.**
- **Development of the Ysgol Gyfun Cwm Rhymni Gwyndy site to include sixth form provision and move Ysgol Gymraeg Caerffili to the site.**

## 6. Language Transmission in the Home

Fluent Welsh speakers are also created in the home – and they are more likely to be fluent than those who learned to speak Welsh at school.

Across Wales, the rate of transmission of Welsh to children in homes where both parents can speak Welsh is 82%. In Caerphilly, this rate is 73%. This means that in homes with children who are 3 to 4 years old, where both parents are able to speak Welsh, 73% of children are introduced to Welsh in the home. In 2001, this figure was 64%.

### Transmission of the language in homes where both parents speak Welsh



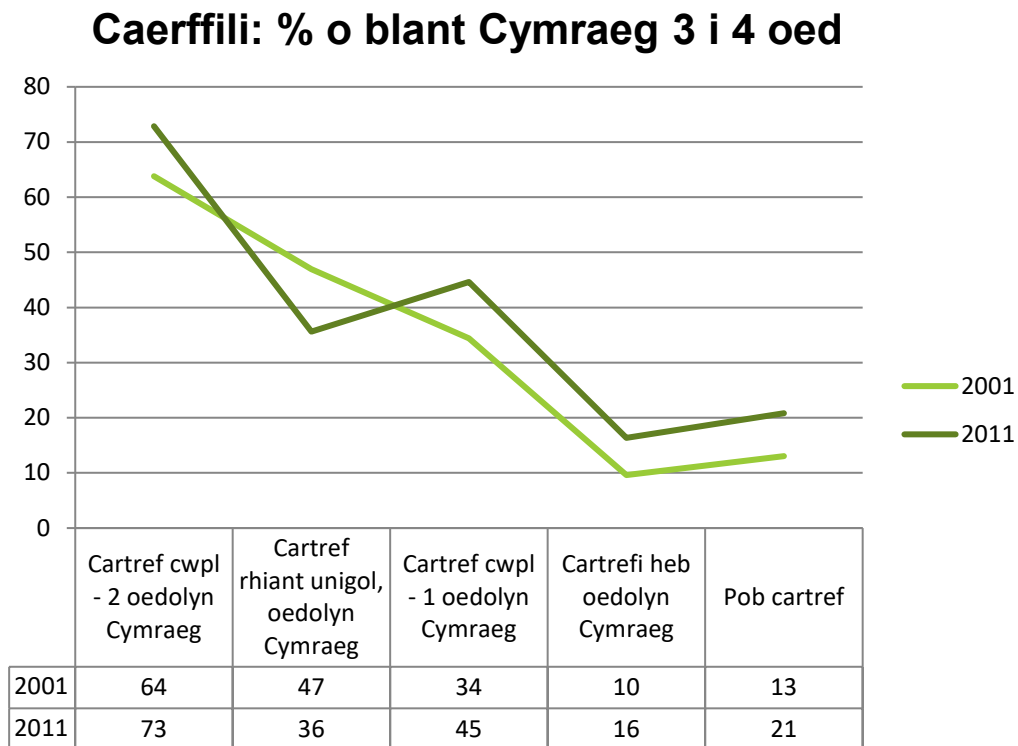
[Source: Welsh Language Commissioner / Statiaith]

It is also worth noting the increase in households where one parent speaks Welsh – from 34% to 45%, which matches the national rate of 45%.

With this upward trend, it seems that there is further potential for more work to extend influence in this area with this 24% of Welsh-speaking couples, and those homes where one of the couple speaks Welsh, together with their extended families. There may be an opportunity for the Menter, in conjunction with other organisations that provide family services locally – Cymraeg for Kids, Mudiad Meithrin, Families First, the

Urdd, Learn Welsh Gwent and Flying Start – to have an even greater influence in this area, by considering opportunities across the sector.

Table 5: Language transmission to children in the home



[Source: Welsh Language Commissioner / Statiaith]

The Welsh Government published its National Policy on Welsh Language Transmission and Use in Families in 2021. The work of the Menter, and indeed all of the Mentrau Iaith across Wales, is key to the process of delivering this policy. The policy will prioritize the following four elements:

- i. Inspire today's generation of children and young people to speak Welsh to their children in the future.
- ii. Reignite the Welsh language skills of those who may not have used Welsh since their school days, or who aren't confident in their language skills, to speak Welsh with their own children.
- iii. Support and encourage use of Welsh within families where not everybody speaks Welsh.
- iv. Support Welsh-speaking families to speak Welsh with their children.

Many of the Menter's services and projects support the above objectives, so there is a key opportunity over the coming years to make a significant contribution to the process of delivering the Policy.



## 7. Education

As Caerphilly Council has stated in its Welsh in Education Strategic Plan 2017-20, stimulating demand for Welsh-medium provision in the early years is vital. Caerphilly is an area that continues to develop, and any new housing developments or estates are leading to an increase in the demand on the local Welsh-medium education system. Caerphilly Council's intention was to increase the number of children receiving Welsh-medium education in line with the results of parental demand surveys, to 18% in the primary sector by 2018 (an increase from 9.19% in 1996) and 20% in the secondary sector by 2023 (an increase from 7.30% in 1996).

There has been a significant increase in Welsh-medium provision in the Caerphilly County Borough Council area since its inception in 1996. Primary school pupil numbers have increased by over 60% to the current level of over 2900. During this 20-year period, three additional schools were established and seven of the original eight schools were given new buildings or alterations / extensions to increase capacity. The number of pupils at Ysgol Gyfun Cwm Rhymini has increased by around 75% from 900 to 1600. The school moved to a new site in 2002 and was further developed into a second site (Gwyndy) in 2013. The maximum number of places on both sites combined is 2,348, and it is expected to fill to capacity by 2025.

The Council's commitment to developing Welsh-medium education is evidenced above, and this continues to be a priority as shown in Band A of the Welsh Government's 21st Century Schools programme. This plan is full of aspirations but is clearly dependent on Welsh Government funding to deliver the First Minister's Programme for Government 2016-2021, Taking Wales Forward, working towards a million Welsh speakers by 2050. Funding will enable work towards the aspirations of the Well-being of Future Generations Act for a vibrant culture and thriving Welsh language, and the Welsh Language (Wales) Measure 2011, which means that Caerphilly County Borough Council is now required to comply with a set of Welsh Language Standards. One of the key standards is a requirement to implement its 5 year Welsh Language Strategy, which aims to increase the number of Welsh speakers and will enable it to

facilitate the use of Welsh in the county borough. The intention is to work strategically with partners locally and nationally to give schools and education providers across age ranges and language sectors the ability and sustainability to raise standards in Welsh and to promote the use of Welsh in families, communities and workplaces. The Plan will aim to stimulate and deliver local, accessible, sustainable, community-focused provision to meet the growing demand for Welsh-medium education.

### Early Years

There are currently 12 Cylchoedd Meithrin nursery groups and 5 Ti a Fi baby and toddler groups across communities in the area. There are communities where there is no Cylch Meithrin within reach of families, and Mudiad Meithrin is developing a plan to establish new cylchoedd in some of these areas.

Transition from nursery provision to primary schools is a key area. Overall across the county, there is a transition rate of 80% from Cylchoedd Meithrin to Welsh-medium primary provision and the Council notes that 100% of children in Flying Start Welsh-medium childcare provision transfer to Welsh-medium primary school. Due to the geographical challenge and travelling distances, it is necessary to ensure that everyone has the opportunity to access Welsh-medium provision in their communities.

The Menter plays an important role in the development of Welsh-medium childcare provision locally as it continues to develop its out-of-school childcare service which includes breakfast, wrap-around, after-school and school holiday care provision. Over 70 staff are now employed within the service, and the Menter offers over 720 childcare places each week. Over 60,000 childcare places a year are offered across the Menter's childcare settings. The Menter has identified areas of need and demand for Welsh-medium childcare and will seek to respond to this demand over the coming years. The Menter's childcare service also supports and responds to the Caerphilly Childcare Sufficiency Assessment.

## The Road to Bilingualism for the Childcare Sector

In addition to its own childcare provision, the Menter was successful in winning a contract from Caerphilly County Borough Council in March 2018 to provide support and advice to a cross-section of childcare settings to increase their use of Welsh. Menter Caerffili employs a Support Officer to develop this support which offers a comprehensive package of support for childminders, nursery groups and private nurseries. The Menter continues to implement our scheme for providers to increase their use of Welsh, 'The Road to Bilingualism'. The scheme offers a variety of childcare settings an opportunity to develop by agreeing practical targets to increase their use of Welsh across elements of their work. It is intended to further develop the scheme during the coming year to support more providers to adopt the scheme.

### Primary Education

There are currently 11 Welsh-medium primary schools across the county borough that have nearly 3000 places altogether. Across the whole of Wales, approximately 22% of children receive Welsh-medium primary education, with approximately 17% of pupils receiving Welsh-medium secondary education. But in the further education sector, the percentage is under 5%, with a similar figure for higher education.

Between 2001 and 2011, Caerphilly saw an increase in the number of children receiving Welsh-medium education.

**Table 6: Percentage of 7-year-olds in the Caerphilly area receiving Welsh-medium education**

2001	2011
11%	17%

Despite this growth, in order to reach the goal set by the Welsh Government, the Council has set a target of 18.98% of 7-year-old children receiving Welsh-medium education by 2017.

Across Wales, there was an overall drop of 14% in the number of school age children between 2001 and 2011. The fact that there has been no corresponding drop in the number of children receiving Welsh-medium education highlights the scale of the demand.

One thing is clear from the figures for Welsh-medium education in Caerphilly and the region as a whole, and this presents different challenges for the local authority and its partners. On the other hand, it is also possible to focus on potential opportunities.

If we look at the percentage of Welsh speakers aged 5-14 in Table 4, we see that there are more Welsh speakers among Caerphilly's school-aged children than there are children receiving Welsh-medium education. It is therefore likely that some parents of children who receive Welsh lessons in English-medium schools have stated on the Census form that their children speak Welsh. It could be argued that this reflects pride in the language, and faith in education to provide those skills.

While this pride and faith may exist, it appears that the system of teaching Welsh as a second language is not meeting the demand. This can be seen by looking at the table below, which notes the number of 10-14 year old Welsh-speaking children in 2001, and the same cohort of the population 10 years later:

Caerphilly Welsh speakers	2001	2011
Age 10-14	39.8%	
Age 20-24		12.8%

Here, we see a suggestion that many of the school pupils aged 10-14 in 2001 were not able to retain their Welsh language skills after leaving school. The second figure is of course closer to the percentage of the population receiving Welsh-medium education.

Of course, there is more than one factor in this change, such as young Welsh speakers leaving the area, but this underlines the importance of not over-relying on education to create and sustain Welsh speakers without strategic planning between many agencies and partners to improve the education provision itself, and to expand opportunities outside education and into the workplace.

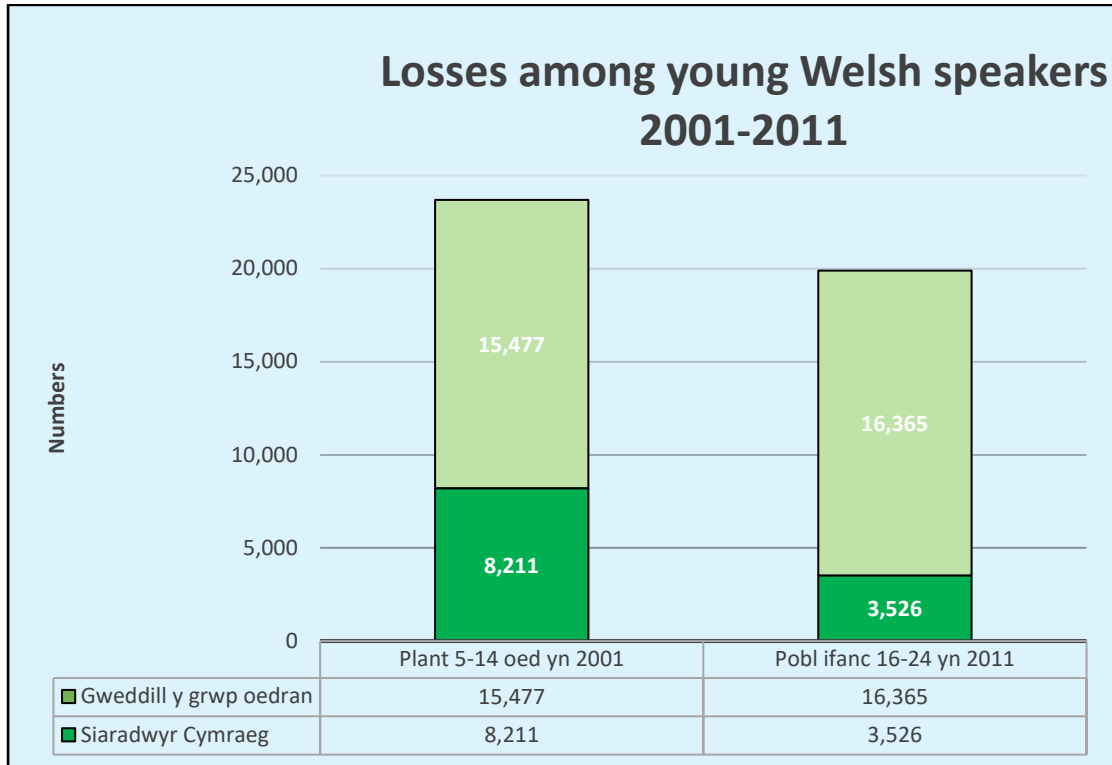
### Secondary Education

Ysgol Gyfun Cwm Rhymni currently has two sites (Gelli Haf and Gwyndy) providing 2,348 places. PLASC data for 2020 shows a transfer rate of 99.8% from the county's Welsh-medium primary schools to Ysgol Gyfun Cwm Rhymni, which has remained constant in recent years.

According to the PLASC data for 2019/20, 14.9% of pupils aged 14-16 in Caerphilly County were studying qualifications through the medium of Welsh, which is an increase from 12.9% in 2018-19. Similarly, 24.6% of 16-19 year olds were recorded as studying qualifications through the medium of Welsh in 2019-20, an increase on 22.6% in 2018-19.

In terms of young people's use of Welsh outside school, this is a critical time in establishing patterns of use. According to the Language Use Survey, *'it is already evident that 16 to 29 year olds are less likely than any other age group to speak Welsh every day'*.

This challenge is supported by the data shown below. The chart below compares the numbers of 5-14 year olds who could speak Welsh in 2001 with the numbers of 16-24 year olds who could speak Welsh in 2011. Since the age group in 2011 was smaller by one year, it would be reasonable to expect a reduction of around 10%. However, the data shows a more significant reduction, which highlights the need locally to support young people to continue to use their Welsh language skills while pursuing a career and raising a family, and encouraging them to become local community leaders through the medium of Welsh.



According to research by Bangor University, there is a clear gap in Welsh language provision for older young people:

*‘It could be argued that this endangers the language progression and progress of the education sector and reinforces the perception that Welsh is the language of education only.’*

For around 18 years, the Menter, the Urdd and Caerphilly County Borough Council Youth Service have jointly funded and managed a Youth Officer to strategically plan Welsh-medium youth work. With dedicated investment, the Menter and the Urdd could assist the Council to do more with this age range through the medium of Welsh. Existing volunteering programmes within education, for example the Welsh Bac and the Duke of Edinburgh's Award, could be used to introduce young people to the idea of contributing to their communities through volunteering and expanding the work already being done by the Menter with young volunteers at Ffiliffest for example.

#### Further Education

Coleg y Cymoedd's current priorities are to extend the range, type and levels of the Welsh-medium Customer Care courses, known as Yr Iaith ar Waith. The provision is focused on subjects identified by the Welsh Government as priority areas for Welsh language development.

Phase 1 took place in 2014-15 when the course was delivered to Childcare / Health and Care / Catering students.

Phase 2 – Business / Travel and Tourism (and the subjects from Phase 1)

Phase 3 – The Creative Industries (and the subjects from Phase 1 and Phase 2)

Phase 4 – Engineering / Construction (and the subjects from Phase 1/2/3)

In addition, units across mainstream courses are being introduced (e.g. Business since 2016-17) to offer their Welsh-speaking students a real choice.

The College works closely with Ysgol Gyfun Cwm Rhymni. The school invites College staff in to talk to pupils who they feel are likely to come to study at the College at 16 and also invites the College to hold a stall at their Year 11 Information Evening. There is a focus not only on the courses available at the College but also on how pupils from the school can work to maintain their Welsh language skills. The College provides Welsh-medium courses in Automotive Studies for Year 10/11 pupils from Ysgol Gyfun Cwm Rhymni as part of the partnership work between the College and the school. This facilitates the school's NEET reduction strategy.

Their pupils have benefited from attending one-day Welsh-medium courses at the College (in Automotive Studies, Catering and French this year) which have been funded by the South East Wales Cross-Border Forum for Welsh-medium and bilingual education. The Government no longer funds the Forums, making it difficult to plan without funding. The College is in discussions with schools in Caerphilly and Rhondda Cynon Taf to discuss whether there is a way of ensuring that this good work continues.

The College offers its staff training (Welsh lessons) as part of its Linguistic Skills Strategy. All staff are required to complete a Staff Questionnaire to identify any Welsh language skills, and the information is used to target suitable training and used in conjunction with the audit that Managers are required to complete for any posts in order to identify whether they need to be designated as Welsh Essential or Desirable and to identify any skills gap.

All learners are required to attend an induction session when joining the College, and a Welsh language section is included within that which provides the following information;

- That they are entitled to submit their written work in Welsh (depending on Awarding Body guidelines) even if the tutor does not speak Welsh
- That they can ask for notes / assessments in Welsh
- That bilingual booklets are available that provide mathematical terms bilingually to help them, especially during the transition from school to college

There are opportunities for students to maintain and improve their language skills informally through a range of activities eg coffee morning/going to see 'Jonathan' being filmed at BBC Studios/Urdd activities such as an Outdoor Day and competing at the Urdd Eisteddfod. They have the opportunity to contribute to Welsh-themed days such as 'Shwmae Day' as well as the Welsh-medium activities that take place during Welsh Week. The learners themselves perform as well. The College is keen to further develop informal opportunities for students to speak Welsh by working with partners within the Language Forum.

### Welsh for Adults

#### **Learn Welsh Gwent**

Coleg Gwent offers a host of courses on behalf of the National Centre for Learning Welsh in Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen. These courses are programmes that combine classroom learning and online study or weekly evening classes with intensive



learning. *Learn Welsh Gwent* works in the Caerphilly area providing Welsh for Adults classes

*Learn Welsh Gwent* wants to:

- increase the numbers learning Welsh in the area by maintaining and developing an extensive programme of courses for learners at all levels from absolute beginners (Mynediad/Entry level) to those who are fairly fluent (Hyfedredd/Proficiency level)
- increase the numbers starting courses and continuing to learn Welsh in the area
- increase the numbers reaching fluency in the area
- increase the numbers who know about Welsh lessons in the area and raise the profile of the sector, and
- increase opportunities for learners to use their Welsh confidently in the area.

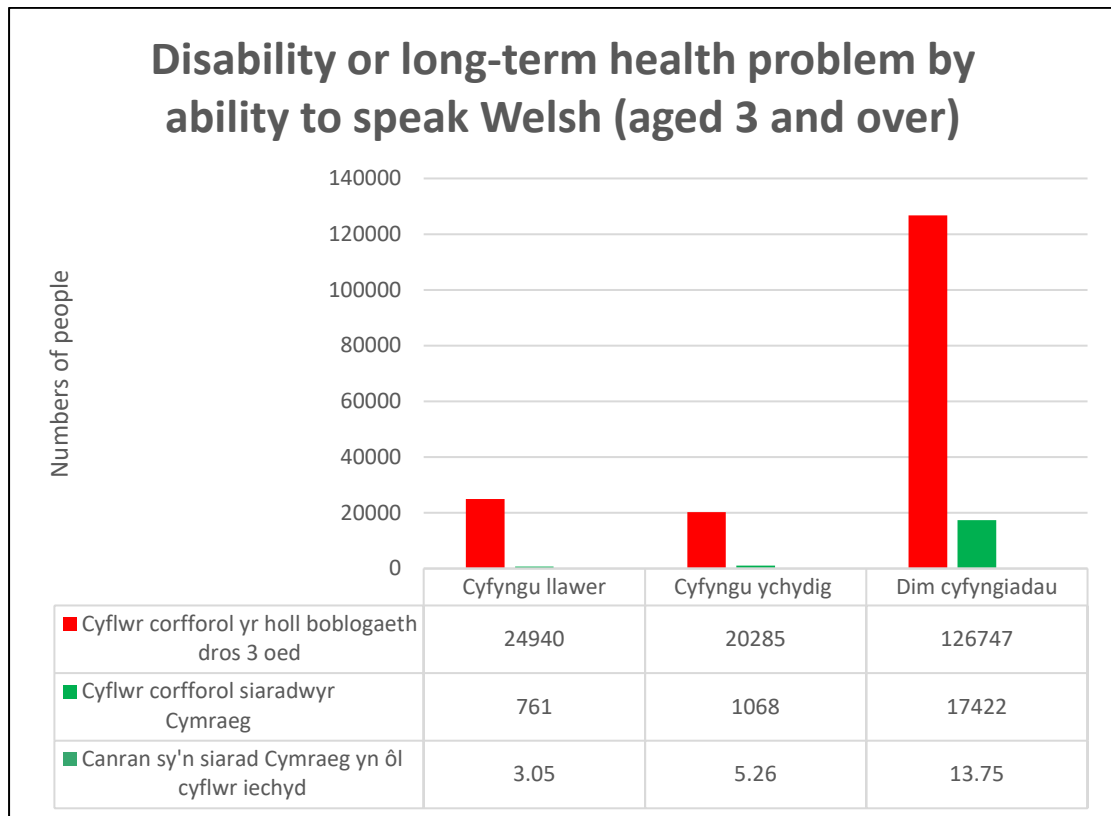
*Learn Welsh Gwent's* expertise is the intensive courses – 4 hours (3 hours in class and 1 hour online doing activities to reinforce what is taught in the lesson). A very intensive course – 9 hours a week – is also offered to those who want to learn Welsh quickly.

The Council is currently working in partnership with Coleg Gwent to develop and maintain Welsh for Adults provision. The programme includes various classes across the county's communities within adult education centres, Coleg y Cymoedd, workplace classes and Welsh for the family classes.

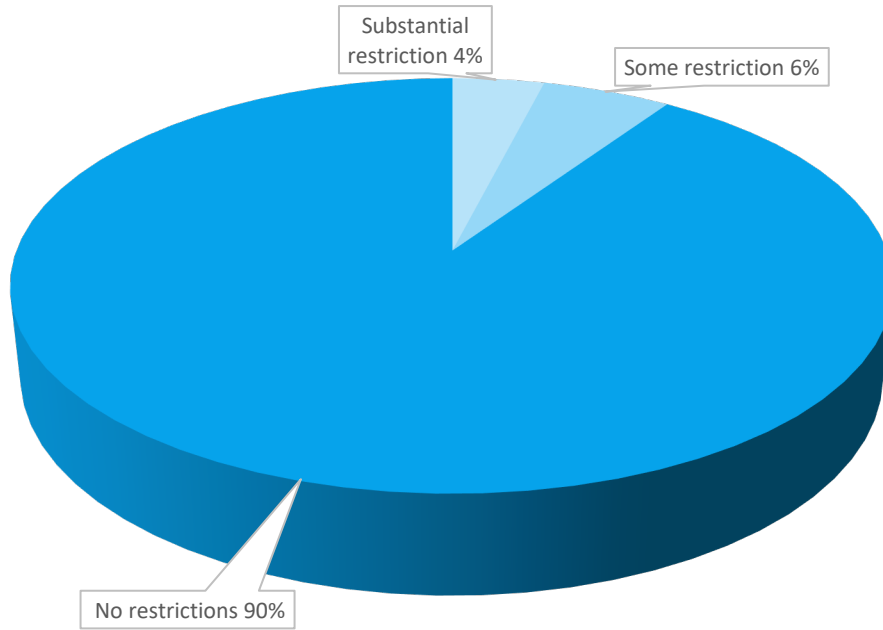
In addition to the regular classes, *Learn Welsh Gwent* provides a large number of informal learning activities that give learners at all levels opportunities to use and practise their Welsh in a social setting outside the classroom. This is a growing development that is vital for Welsh learners. In this regard, *Learn Welsh Gwent* works very closely with Menter Iaith Caerffili to ensure that Caerphilly learners have the opportunities to practise the Welsh they learn in the classroom and to use Welsh with others speakers in the Menter Iaith Caerffili area.

## 8. Health and Well-being

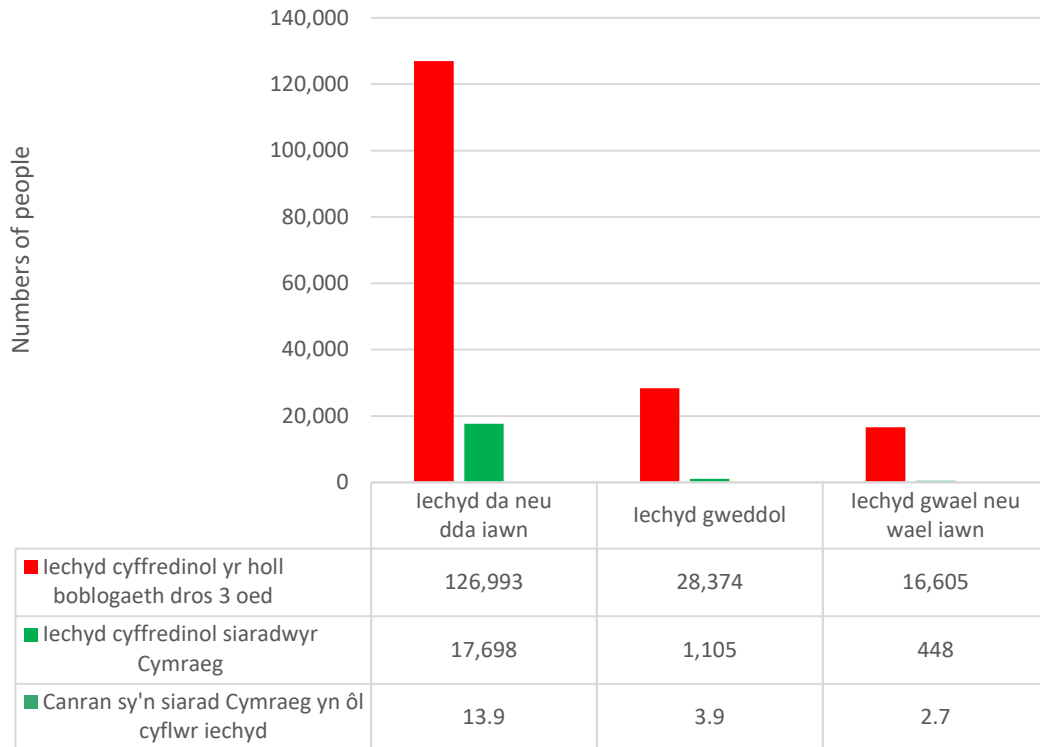
Current ONS data shows that the health of Welsh speakers is better than the general population, and this is especially true in areas of generally poor health such as the south-east valleys. As is the case with many other issues, the Caerphilly County data set out below does not mean much without comparison with other counties to see its significance. The counties that show the highest proportions of ill health or disability among Welsh speakers are Carmarthenshire and Neath Port Talbot, which probably reflects an older population in these areas.

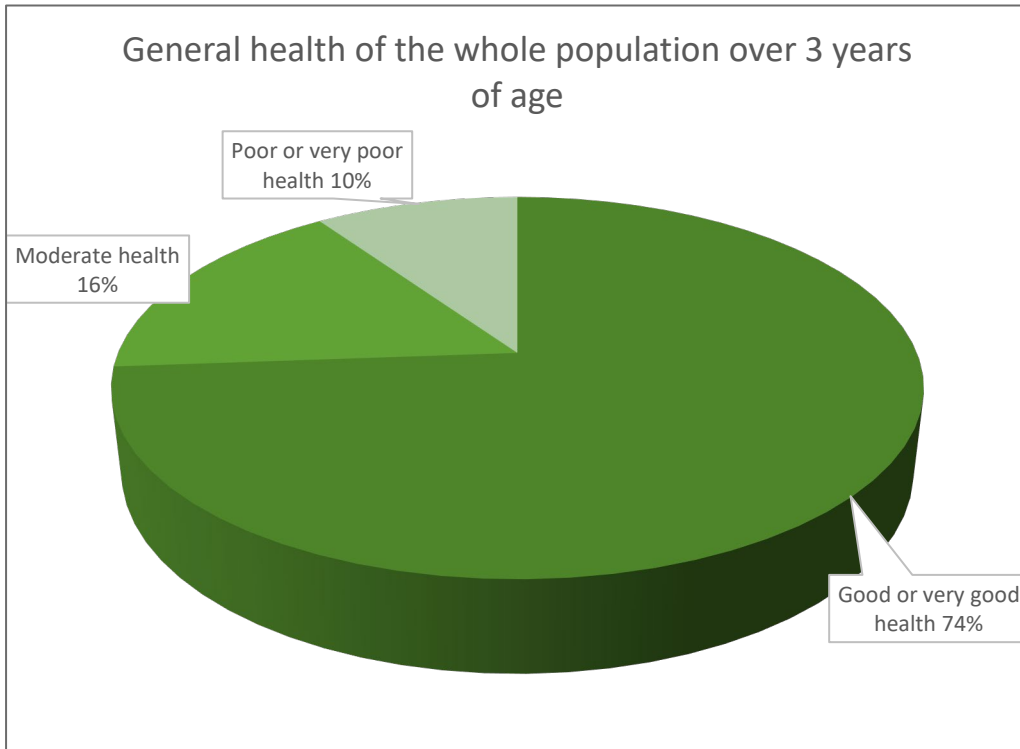
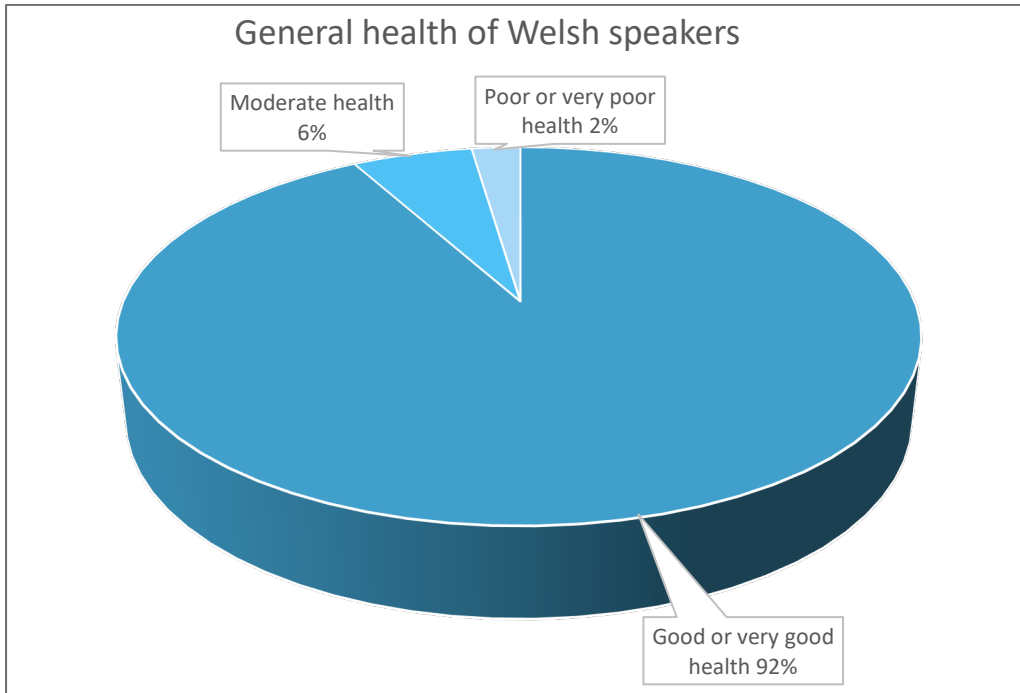


### Restrictions of health condition on the daily lives of Welsh speakers aged 3 and over



### General health by ability to speak Welsh (everyone over 3 years)





The Menter works with Aneurin Bevan University Health Board, and a More Than Just Words Forum was established recently of which the Menter is a member. There are successful examples of joint working between Cymraeg for Kids and Midwives and Health Visitors. In addition, the Menter, along with other members of the Language Forum, were responsible for developing and publishing the resource 'Being Bilingual' that supports local families to raise children bilingually. The resource is widely distributed via health visitors. The COVID-19 era has underlined

the strong link between health and well-being and the ability to use the Welsh language within local communities. There is therefore an opportunity to work more closely with the Health Board to ensure that local Welsh speakers have consistent access to health services through the medium of Welsh.

## 9. The Workplace and the Economy

In 2013, research was carried out into the need for Welsh language skills in eight sectors in Wales, and it was noted:

*Even though Welsh medium education provision is in itself an all-important part of the effort to promote and increase Welsh language use, it is considered that Welsh language use in the workplace is essential in order to move towards a bilingual society.*

Childcare is a clear example where Welsh speakers are sought for a particular workplace to meet needs in an area of work where demand is constantly increasing. The Menter itself has initiatives to promote employment and work opportunities for a Welsh language workforce, and this offers a strong basis for further discussion with stakeholders, especially in the context of the Welsh Language Standards.

The Welsh Language Standards require that Welsh is given a more prominent place in the workplace, and the County Council is getting to grips with this with more opportunities to learn and use Welsh at work.

According to the Language Use Survey, Welsh speakers working in the public sector are more likely to use Welsh with colleagues, compared to Welsh speakers working in the private sector.

In the survey of the eight sectors in 2013, it was noted that ‘two thirds (66 per cent) of employers had staff with Welsh language skills, and slightly more than a third said that Welsh was used in the workplace (35 per cent)’.

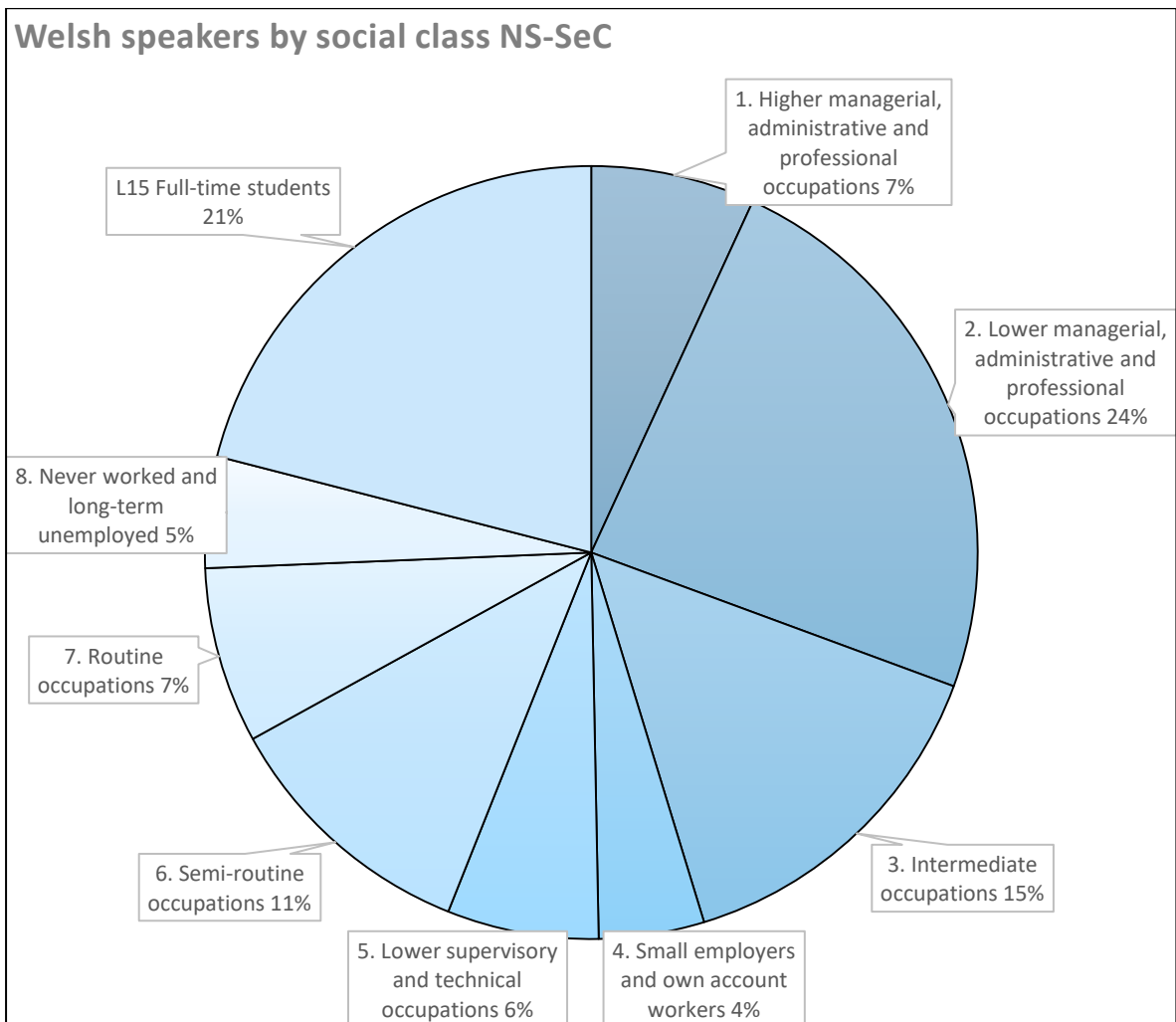
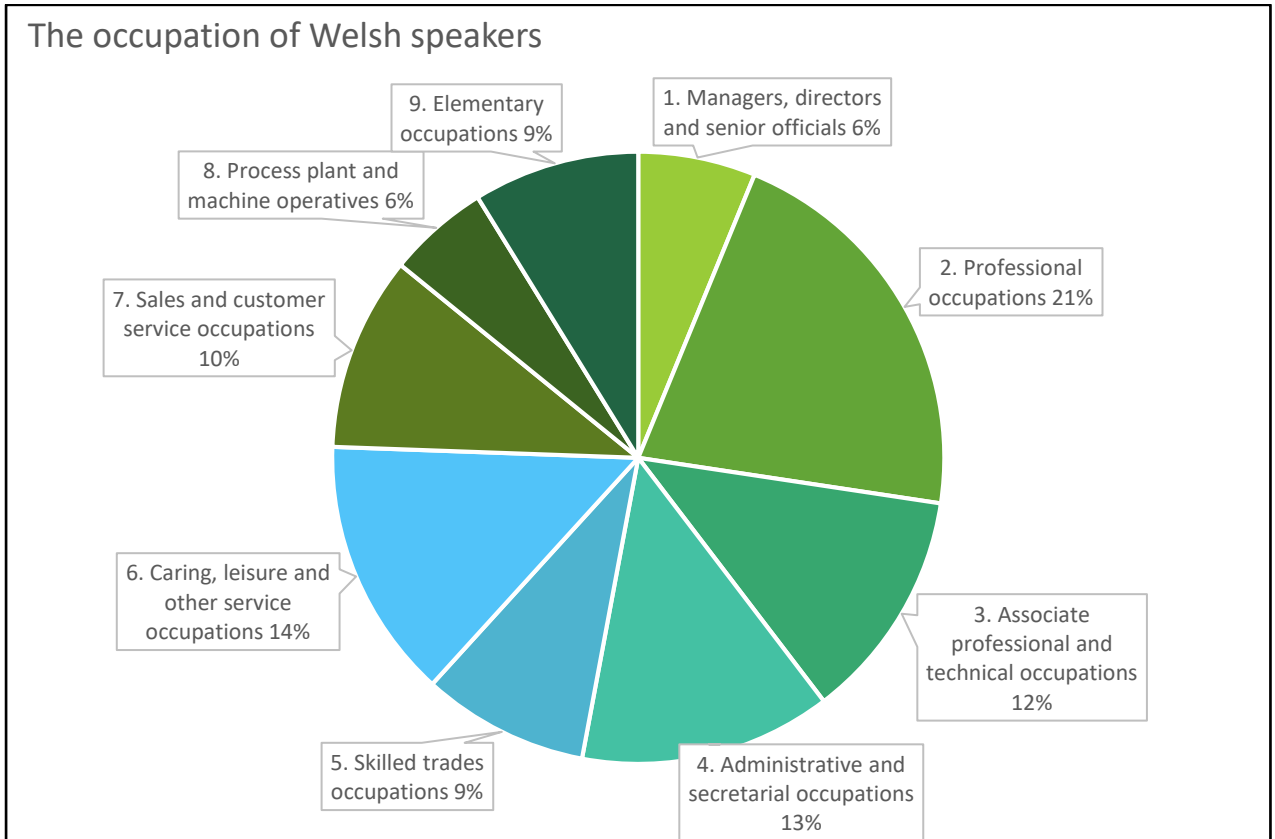
The profile of the Welsh language in the workplace appears to be steadily increasing, with the help of Welsh Language Standards and promotional work at a local level.

**According to the Language Use Survey, almost three quarters of workers in the public sector thought their employer was supportive of using Welsh, compared to 41% in the private sector**

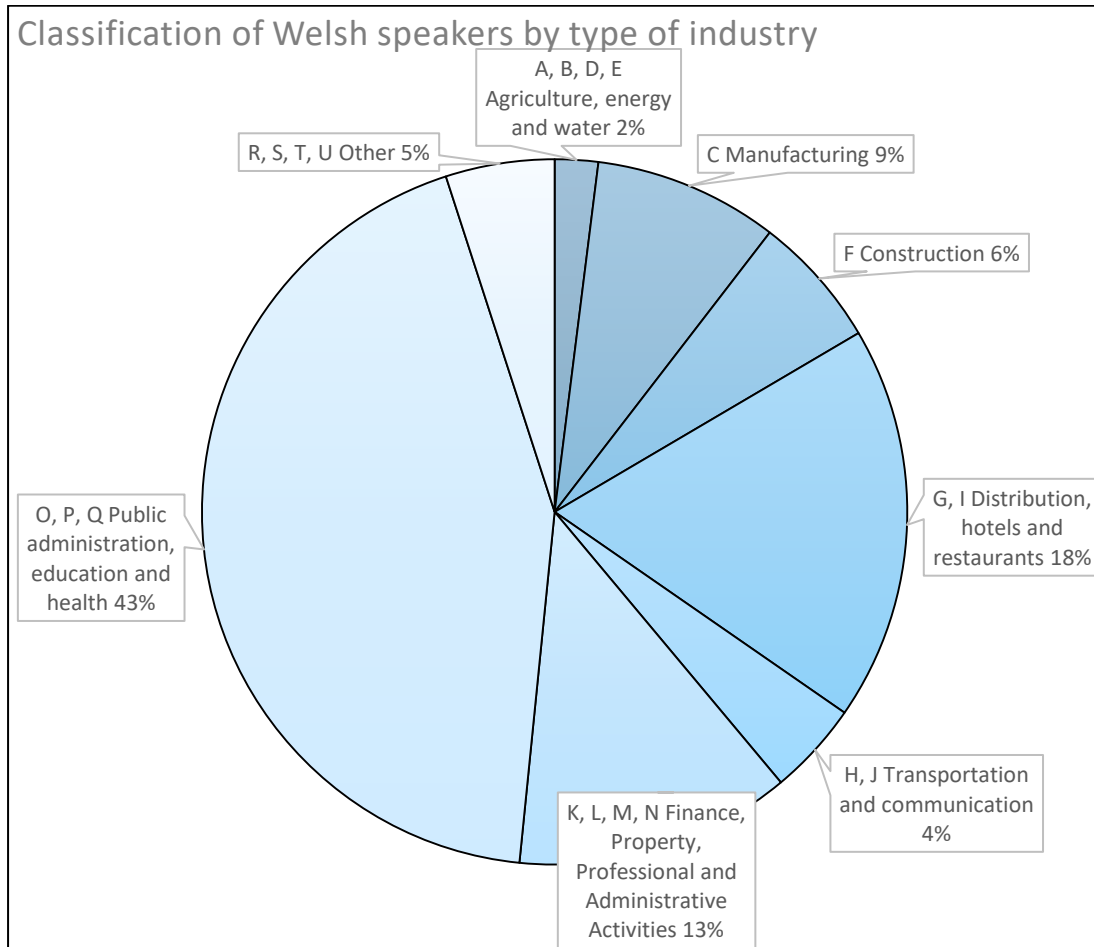
But this positive shift should not be taken for granted. There is still work to be done, to protect the rights of Welsh speakers in the workplace and to raise awareness of the value of the Welsh language as a skill.

In the Employer Skills Survey 2013, skills shortages were identified as a problem for employers in Wales, with planning and organisational skills accounting for 57% of skills gaps, but a quarter of all skills gaps in jobs in Wales were attributed, at least in part, to a shortage of Welsh language skills (verbal and written). In this context, there may be a case for strengthening work with partners to promote and develop skills specifically for the workplace.

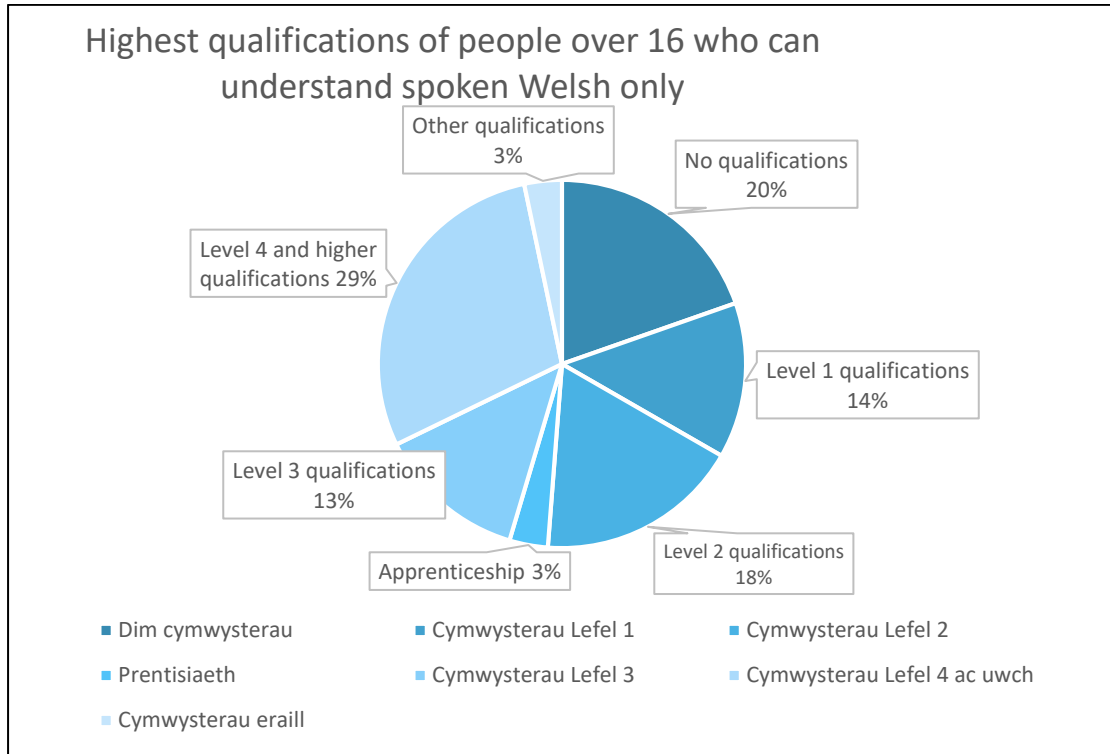
On the other hand, as already noted, many local people have emphasized the need to be able to identify Welsh speakers when dealing with people face to face in public organisations, businesses and shops. There is a need to promote the Working Welsh badges to ensure that they are used in the most effective way – best practice would be to discuss this with staff, ensuring that they are aware of the need to promote Welsh language services as well as giving them reassurance over any concerns they may have.







The qualification data also shows higher qualifications among Welsh speakers, particularly in the south-east as shown in Caerphilly County data below. In Caerphilly County, 29% of Welsh speakers aged over 16 have qualifications at Level 4 and above, compared to 17% of people with no Welsh language skills and 19% of the general population. Supporting these Welsh speakers to become community leaders for the Welsh language locally and to contribute to the development of the local economy will be key to encouraging local ownership for the success of the Welsh language.



## 10. Housing and Households

The table below shows average house price figures in Wales and Caerphilly County with Caerphilly being lower than the Welsh average in August 2020, with a gap of £5,500 in 2011 and a gap of £20,000 by 2019.

Table 1: Average house price for Wales and Caerphilly County, in August 2020 (£)

	August 2020
Wales	172,828
Caerphilly County	146,602

According to the 2011 census, there are 74,479 households in Caerphilly County. Of those 74,479, 69.6% have been purchased with the remainder rented from the Local Authority, Housing Association or private landlord.

The table below (table 2) focuses on tenure and looks at Welsh language skills and the ability to speak Welsh for 74,479 of Caerphilly County residents, whether they have one or more skills in Welsh or no skills in Welsh.

Table 2: Welsh Language Skills by tenure – Household Reference Persons

(Office for National Statistics, Tenure by Welsh Language Skills)

	All categories: Welsh language skills	One or more skills in Welsh	No Welsh language skills
All categories: Tenure	74,479	6702	67,777
Owned or shared ownership total	51,848	4890	46,958
Owned: owned outright	24,188	1983	22,205

Owned: owned with a mortgage or loan or shared ownership	27,660	2907	24,753
Rented or living rent free total	22,631	1812	20,819
Rented: social rented	13,962	878	13,084
Rented: private rented or living rent free	8669	934	7,735

## 11. Community Activities and Using Welsh in the Community

### Using Welsh in the Community

In November 2015, the Welsh Government and the Welsh Language Commissioner published the results of the 'Welsh language use in Wales' survey (the Language Use Survey). Also in 2015, Bangor University published the results of their research study on the use of Welsh in communities in Wales. Both of these studies provide valuable data and insight into how people use the language.

**Between the 2004-6 language use survey and the 2013-15 survey, Caerphilly has seen an increase of 1000 fluent speakers and an increase of 8,900 non-fluent speakers.**

The Language Use Survey shows that fluent people are the most likely to speak Welsh in their daily lives. Also, according to the Language Use Survey, fluent Welsh speakers are twice as likely to attend a social or cultural event in Welsh compared to non-fluent speakers.

**Despite the increase in the number of people saying they can speak Welsh in the Caerphilly area, the Language Use Survey shows that the percentage of people in the area who speak Welsh every day has dropped from 46% to 38%.**

In the Caerphilly area and the whole of the South East, although many respondents said that Welsh was part of their daily lives, most opportunities to use Welsh were at home or with friends. In this area, Menter Caerffili has therefore developed opportunities beyond those domains. These opportunities to use the Welsh language in day-to-day informal interactions in wider circles than the Welsh speakers we know

means that the use of Welsh is normalized at a community level. This in turn allows us to achieve an increase in language use.

The challenge for all partners and stakeholders, therefore, is to target efforts to these wider areas; stabilize and expand opportunities for fluent speakers; develop the confidence of people who are not fluent and facilitate methods of involving them; promote further use in workplaces and public-facing organisations and businesses to make it easier to use Welsh in unfamiliar or new domains.

### The Community

In the South East, where Welsh is a minority language in every geographical community, maintaining and facilitating communities of Welsh speakers across all age ranges is essential to ensuring the future of the language.

Of course, community has many meanings when we are talking about Welsh speakers. A community is more than a geographical location, it exists across the boundaries of an area or region, and now with social media, it could be argued that Welsh language communities have no boundaries. The Welsh language is something that unites people socially and culturally. It is an additional feature of identity that connects people and stimulates activity and interaction.

Research has shown that many factors influence the use of Welsh in the community. Firstly, although the language has official status, it is a minority language and is therefore not prominent as a community language in this area. Of course, this means a lack of opportunity for people to use Welsh.

Another obvious factor is people's confidence in using the language and whether people are used to using the Welsh language – we know that people who are not fluent are less likely to speak Welsh every day and attend Welsh language events.

When Menter Caerffili undertook research and consultations recently to establish what would help to expand the use of Welsh in the community, a number of responses from local people echoed the following themes:

- More family and social activities
- Support in the workplace to develop Welsh language skills
- Ways of identifying Welsh speakers in shops, banks, GP surgeries etc, through the orange Working Welsh badges for example
- A local centre for people to socialize in Welsh
- Increased visibility online – on websites and apps
- Create a directory of services / shops / cafes etc where a Welsh language service is provided
- Some have said that more daytime events are needed and others have said that more events outside work hours are needed.
- Opportunities for people aged 20-40 to meet and socialize

### Provision for children and families

The Menter has a comprehensive weekly, monthly and school holiday programme for primary age children and their families. Part of this programme is delivered jointly with partners or independently. The usual programme includes:

- Splash and Song sessions for parents and babies
- Various after-school and holiday workshops such as arts and crafts, cooking, animation, lego, drawing cartoons
- Family events such as Miri Meithrin, Picnic in the Park, outdoor activities
- Trips
- Writing Squad
- A programme of digital opportunities such as video games clubs and workshops, content development, animation

Key partners:

- Cymraeg for Kids
- Head4Arts

- Caerphilly County Borough Council – Leisure and Arts Development Department

### **The Welsh Language Charter**

The Welsh Language Charter is now in place across the County's Welsh-medium primary schools, with the 11 primary schools committed to following the Charter and its principles. The Charter is intended to support pupils and schools to use the Welsh language during the school day, during play and in community activities. All schools have targets to achieve the Charter's Bronze, Silver and Gold levels, and the impact of the Charter on pupils' language use can be measured annually. The Menter has a key role to play in supporting children, young people and their families to use Welsh outside of school and in the community. To support the schools in this work, the Menter has been running workshops and digital clubs in some of the schools. This work has supported our work developing a Welsh-medium online community encouraging children and young people to create online content in Welsh and to network in Welsh online. In addition, the Menter worked in partnership with Head4Arts to implement an exciting new reading project that blended Welsh-medium literature with technology.

### **Provision for Young People**

Since 2002, the Menter has jointly funded and employed a Youth Officer with the Urdd and Caerphilly County Borough Council Youth Service. This means we can strategically plan Welsh-medium youth work. The Youth Officer supports the only Welsh-medium Youth Club in the County, which is funded by the Caerphilly County Borough Council Youth Service, and supports young Welsh speakers who receive education through out-of-school education programmes. The Youth Officer also works with the Menter's staff to support young people to volunteer through the medium of Welsh and organize a programme of activities during the school holidays.

Our Digital Development Officer also provides a substantial programme of digital opportunities for young people, including weekly and monthly



clubs, content creation and PC building workshops, trips to digital events as well as competitions within e-sports tournaments.

## The Urdd

Urdd Gobaith Cymru is the largest voluntary youth organisation in Wales. It is extremely important in offering young people opportunities to use the Welsh language, and has over 56,000 members. Established in 1922, the Urdd aims to provide opportunities for all young people in Wales (8-25 years) through the medium of Welsh, and empower them to contribute positively to their communities and to Wales. For nearly a century, the Urdd has focused on giving young people great experiences through the medium of Welsh, to enable them to develop positive attitudes towards it, and pass it on to their own children.

During a period of such change, it is less useful to provide information about the service before Covid-19, when officers were located in all areas. The Urdd will communicate and work closely with a large number of partners, including the Mentrau Iaith and other organisations, to rebuild services after this period.

Rebuilding plans will include: -

- Rebuilding the national network of community officers to support sports, arts and community provision in each local authority.
- Expanding Apprenticeship provision in economically challenging times to offer qualifications and employment in Welsh.
- Holding a bigger and better digital Eisteddfod T in May 2021 and lay the foundations for hosting the Urdd's Centenary Eisteddfod **in a field** in 2022.
- In line with COVID restrictions, restarting residential trips, in refurbished camps, following capital investment in upgrades.
- Preparing for the Urdd's centenary celebrations and many exciting events across Wales that will expand opportunities for children and young people to use the Welsh language.

## Young Farmers

Caerphilly County comes under the Gwent membership, with 256 members across six clubs in the area. Around 14 of these can speak Welsh, though not as their first language. A number of colleges within the area offer Welsh language courses, as well as three Secondary Schools in the area. Although not many members can speak the language, many are eager to learn it in this area, with three members of Usk club having already joined the Welsh learners' reading club run by Wales YFC. There is certainly an opportunity to create better links between the Young Farmers' Clubs and the Mentrau Iaith and Urdd Officers.

## Adults

Menter Caerffili has a variety of adult provision which includes monthly and weekly provision. The provision is now independent of other partners due to financial constraints but also a lack of Welsh-medium provision by other bodies. During lockdown, the provision has continued in its entirety but through digital platforms. Provision includes:

- Opportunities to learn through the medium of Welsh including various classes and workshops such as cooking, flower arranging, art, yoga, fitness, well-being, digital skills
- Weekly Walking Club
- Opportunities to volunteer across the Menter's services
- Weekly and monthly conversation sessions
- Trips
- Reading clubs
- Gardening club
- Social evenings
- Support for isolated and vulnerable individuals
- Ffiliffest festival

## Merched y Wawr

Merched y Wawr has one branch in the county, the Cwm Rhymini Branch which has 22 members. They have a varied programme of meetings, social

evenings, trips and talks. During lockdown, the Menter has been facilitating meetings via Zoom on the branch's behalf.

### Learners

Providing activities for Welsh learners has been a priority for the Menter since the beginning. The Menter now has a significant number of learners who rely on the Menter for opportunities to gain confidence in using the Welsh language and to meet other learners. Weekly coffee mornings, Sadwrn Siarad events and two Reading Clubs are provided monthly. In addition, a number of events are organized especially for learners during the year, such as quiz nights, walks and an occasional lunch club. An annual trip is organized to offer learners and Welsh speakers in the area the opportunity to visit a different part of Wales when using their Welsh. It is important to note that the Menter has received genuine support and commitment from the county's learners since its inception, and there is now a core group of learners who attend every activity offered. The Menter also works closely with Learn Welsh Gwent in drawing up its programme of opportunities for learners and to ensure that a varied programme of opportunities is available to the County's learners. The Menter plays a key role in providing learners with a bridge into the local Welsh language community as well as support throughout that journey.

### Other groups and organisations

- CwmNi drama company
- Cwm Ni community paper
- Dan y Graig Welsh learners group, Risca
- Bro Elyrch literary club
- Welsh-medium chapels: Bryn Seion, Ystrad Mynach; Bethel, Caerphilly and Tonyfelin, Caerphilly
- CwmNi choir
- Eisteddfod y Cymoedd

## Welsh-medium online community

Of course, as noted above there are community networks that are not geographical in nature. It is worth referring to Welsh speakers' habits in terms of their use of the language online, either as a means of communicating between family and friends or more widely in terms of the potential use the Menter and others could make of social media in their communication and promotion activities.

In a Bangor University research study, *Use of the Welsh Language in the Community*, the Welsh language online community is noted 'as a new location to use language and develop wider linguistic networks'.

The Language Use Survey also focuses on social media in the context of language use, noting that just over half the fluent Welsh speakers use at least as much Welsh as they do English when texting, and that 12-18 per cent of all Welsh speakers using Twitter and Facebook use at least as much Welsh as they do English.

Technology is a key area for facilitating the Welsh language in all aspects of life. The Menter has identified the potential of new media to attract Welsh language audiences through the e-chlysur mailing list and the use of survey monkey, for example, to gather views on what is needed. It is important to continue to expand methods of communication eg Twitter, Snapchat, to ensure plenty of options for young people to best engage via the methods of communication with which they are familiar.

In addition, the Menter has developed provision of significant digital opportunities for children and young people and has created a local Welsh-medium online community. This provision is key to ensuring that the Welsh language is relevant to young people and that we are able to offer opportunities through the medium of Welsh for local people to pursue their interests and connect with other Welsh speakers.

## 12. Relevant Studies

### SWOT Analysis

Strengths	Weaknesses
<p>Effective management by hard-working trustees and staff</p> <p>Enthusiastic and experienced volunteers</p> <p>Representing local needs</p> <p>Working in partnership with a cross section of other groups and organisations</p> <p>Member of the national network of Mentrau Iaith</p> <p>Successful in attracting substantial sponsorship annually for the county's communities</p> <p>Developing a self-sufficient childcare service that acts as a social enterprise</p> <p>Creating local jobs</p> <p>A deep understanding of the linguistic nature of the county</p>	<p>Not enough resources to expand further</p> <p>Lack of financial and human resources in some areas of activity</p> <p>Lack of training budget</p> <p>Lack of marketing budget</p> <p>Need to strengthen public profile, image and marketing and promotion methods</p> <p>Offering services to plug gaps and meet needs without adequate financial investment from the body that should be providing the services</p>
Opportunities	Threats
<p>European funding until 2021</p> <p>Tenders</p> <p>Selling services</p> <p>Strengthening relationships with various Local Authority departments and the Welsh Government</p> <p>Securing further service level agreements</p> <p>New partnerships</p>	<p>Staff moving on, with the Menter losing experience, skills and expertise</p> <p>Grant schemes coming to an end</p> <p>Loss of experienced members of the Management Board</p> <p>Increased competition for funding</p> <p>Lack of political support at national and local level for the growth of Welsh.</p>

Collaborating on regional and national projects with other Mentrau Iaith	Reduction in demand for our income-generating services, especially Childcare
New funds	Impact of COVID-19
Website development and marketing methods	
Increasing our number of users	

### PEST Analysis

<p><b>Political</b></p> <ul style="list-style-type: none"> <li>• Less political focus on the impact of Brexit on Welsh communities</li> <li>• Continuing uncertainty for the future of the Welsh language</li> <li>• Focus on the next Senedd election, opportunities and threats</li> <li>• Potential for political consensus on the Welsh language and the vision of reaching 1 million Welsh speakers</li> <li>• Result of the next Senedd elections, one party leading or coalition</li> <li>• Next Local Government elections</li> <li>• Welsh Language Measure 2011 – normalizing the use of Welsh</li> <li>• The Well-being of Future Generations Act</li> <li>• Negative attitude among departments in the Local Authority and the Welsh Government towards the Welsh language and the Menter's work</li> </ul>	<p><b>Economic</b></p> <ul style="list-style-type: none"> <li>• The impact of a recession on Welsh communities</li> <li>• Impact of Covid-19 on the area's economy.</li> <li>• Potential impact of the economy of other areas of the UK regenerating faster than the Welsh economy</li> <li>• Average salary levels</li> <li>• Rural and urban poverty and changes in types of poverty ie, average living wage</li> <li>• House prices and affordability</li> <li>• Negative attitude among funders towards investing in the Welsh language</li> <li>• EU opportunities to fund new schemes in the short term</li> <li>• Uncertainty over funding and structural funds programmes to succeed EU funds</li> <li>• Side-effects of austerity on the local economy and services</li> <li>• Opportunities to feed into regional economic programmes and the foundational economy.</li> <li>• Opportunities to create and develop economic and social enterprises</li> </ul>
<p><b>Social</b></p> <ul style="list-style-type: none"> <li>• Ageing population in Wales / the area</li> <li>• The impact of the inward migration of older people and the outward migration of young people</li> <li>• Availability of community leaders</li> </ul>	<p><b>Technological</b></p> <ul style="list-style-type: none"> <li>• Use of technology across age ranges</li> <li>• Increased digital competence as a result of Covid-19</li> <li>• Social networks</li> <li>• Available resources</li> </ul>

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Local desire to use and take pride in the Welsh language</li><li>• Negative attitude towards the Welsh language</li><li>• Inward migration of non-Welsh speakers</li><li>• Welsh speakers not making use of the language</li><li>• Diversity within voluntary organisations and the use of Welsh within them</li><li>• Social opportunities</li><li>• Volunteering opportunities</li><li>• How younger people get involved</li><li>• Focus on changing attitudes and the influence of interrelated factors.</li><li>• The potential influence of Covid-19 on future activities</li></ul> | <ul style="list-style-type: none"><li>• Regulations and restrictions such as GDPR in terms of incentive to collaborate and share information</li><li>• The IT infrastructure in the area</li><li>• Digital skills – progress, but gaps in digital skills for some groups, especially 50+ age group</li><li>• Opportunity to develop new technology-based enterprises</li><li>• Using technology to reduce costs</li></ul> |
|--|---|

### 13. Conclusion

This profile has brought together

- the key statistics about Welsh speakers in this area
- the main statutory requirements relevant to the Menter's key partners
- a number of research findings regarding the patterns of language use among Welsh speakers in the area
- the results of the survey conducted that highlight the experiences of a variety of organisations that promote the Welsh language during the first COVID-19 lockdown

The key messages that emerge from the experiences of Welsh speakers, together with the official data, highlight a number of areas that need to be addressed:

- the need for more opportunities for young people to use their Welsh outside of school and after leaving school (from leisure to the world of work)
- the need for more opportunities to increase confidence and increase the use of Welsh by learners and less confident Welsh speakers in new domains
- the need for employers to recognize the value of the Welsh language for their workplaces and ensure support for Welsh speakers
- the need to ensure that the Welsh language is more prominent in the community in order to promote wider use – both the spoken word and visibly (for example through the use of the Working Welsh badges and signs).

Menter Caerffili's work is based on a deep understanding of its communities and the needs of its communities, and it has the creativity and flexibility to address those needs. The Menter has the ability to respond innovatively to local needs through projects with partners and across many sectors, as evidenced by Ffiliffest and other local initiatives.

Another aspect that is emerging in the work of the Menter is that it does not just respond to Welsh Government targets; the activities / services



provided by the Menter also strengthen and enrich the statutory activities at a local level to promote the Welsh language and create rights for Welsh speakers.

Local authorities and their partners need to respond to the Welsh Language Standards, the national Cymraeg 2050 strategy, the Well-being of Future Generations Act, and More than Just Words – a host of requirements for improving services and increasing the use of Welsh. This means that there has never been a better time to emphasize the importance, strength and expertise of the Menter and its partners as a source of advice and guidance.

Partners and organisations have the opportunity to turn to the Menter to undertake joint strategic planning across a number of sectors to promote and increase the use of Welsh in their areas, with opportunities for collaboration across several fields, eg:

- Education
- Youth services
- Leisure
- Health and Care
- Tackling poverty
- Economic development
- Work and skills
- Volunteering

The aim of this profile is to highlight emerging needs to ensure an increase in the number of Welsh speakers and in the use of Welsh in the communities across this area. This profile is not for the attention of the Menter alone. It summarizes what needs to happen at a level that is broader than the Menter itself, in order to create a stronger position for the Menter to continue to develop and expand its provision in the most strategic and effective way.

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## Appendix C - Caerphilly County Borough Draft Welsh Language Strategy 2022-27

### Engagement Report

#### Introduction and Context

In accordance with the requirements of Welsh Language Standard 145 under the Welsh Language Standards (No.1) Regulations 2015 Caerphilly Council has a [Five Year Welsh Language Strategy 2017-2022 in place](#). The strategy sets out actions to promote the Welsh language, increase the number of Welsh speakers and the use of Welsh in the county borough.

Our existing strategy builds on our past successes to meet the needs of Welsh speakers and learners in the county borough and to meet legislative requirements. The actions within the Strategy are meaningful, appropriate and achievable for all involved and are split into 6 Strategic Areas:

1. The Family
2. Children and Young People
3. Communities
4. Welsh Language Services
5. The Workplace
6. Infrastructure (Policies and Practices)

Building on our ongoing commitment, the Welsh Language Strategy has been reviewed and updated for 2022-2027. The Council has undertaken a range of evidence gathering and pre-consultation engagement to develop a revised set of actions of the draft Five Year Welsh Language Strategy 2022-2027. These actions will enable us to plan how we will promote the Welsh language and facilitate the use of the language locally to increase the Welsh speaking population over the next five years.

- A review of legislative requirements
- A review of external reports and guidance, including Welsh Government's '***Cymraeg 2050: our plan for 2021 to 2026***', and the Welsh Language Commissioner's guidance '***Standards relating to promoting the Welsh Language***'
- A review of the Council's current Five Year Welsh Language Strategy 2017-2022
- An analysis of local and national datasets
- Engagement with service delivery managers within the Council
- Engagement with Caerphilly Welsh Language Forum and Welsh in Education Forum

## Methodology (What we did)

Engagement took place in two distinct stages:

**Stage 1** – informal engagement with stakeholders to review the draft actions and suggest amendments

**Stage 2** – a formal consultation to seek the views of residents, elected members, staff and other stakeholders in relation to the draft actions.

These are detailed below:

### Stage 1 - Stakeholder Focus Groups

The draft Action Plan within the Strategy was discussed in detail through a number of focus group discussions.

The purpose of the focus groups was to give an opportunity to key stakeholders to discuss the draft actions outlined, to identify if anything was missing or required revision or merging with another action.

Four focus groups were held during September and covered the following:

<b>Group 1 – Children and Young People</b>	<b>Thursday 16 September - 10:30 – 12:00</b>
<b>Group 2 – The Community</b>	<b>Thursday 16 September - 13:30 – 15:00</b>
<b>Group 3 – The Family</b>	<b>Monday 20 September - 13:30 – 15:00</b>
<b>Group 4 – Welsh Language Services and Workforce</b>	<b>Tuesday 21 September - 10:30 – 12:00</b>

A full list of key stakeholders is available in **Annexe 1**.

This approach has helped identify meaningful actions to enable the council deliver against the requirement of Standard 145 and in line with the three themes outlined in Welsh Government's '*Cymraeg 2050: our plan for 2021 to 2026*', which are:

1. Increasing the number of Welsh speaker
2. Increasing the use of Welsh
3. Creating favourable conditions - infrastructure and context

To enable all those who wished to give their views to take part, all documents were made available bilingually and simultaneous translation facilities were available at each focus group. The information regarding the focus groups were sent by invite to all key stakeholders.

It should be noted that Focus Groups 3 was merged with Focus Group 4 due to low numbers and the actions for both Strategic Areas are similar.

To view the responses made during the focus groups please see **Annexe 2**.

### **Next steps**

The outcomes of the focus group discussions were considered alongside feedback from staff and service managers and helped to inform a revised draft Five Year Welsh Language Strategy 2022-2027 Action Plan, before being considered as part of a formal public consultation.

### **Stage 2 – Public Consultation**

The formal consultation took place from 20 October to 24 November 2021.

The formal consultation sought to identify:

- Whether the actions outlined will help meet the intended outcomes for the Family, Children and Young People, Communities, Welsh Language Services, the Workplace and Infrastructure (Policies and Practices)
- Reasons for disagreement with any of the actions outlined
- Suggestions for any additional actions that should be included to make sure that there are positive impacts or increased positive impacts on opportunities for people to use the Welsh language
- Any views on the impact that this draft action plan would have on opportunities for people to use Welsh and to make sure that the Welsh language is treated the same as the English language

A copy of the survey can be found in **Annexe 3**

To enable all those who wished to give their views to take part, all consultation documents were made available bilingually and in a variety of formats. The consultation was promoted in a variety of ways and made available across a range of platforms. The primary consultation tool was an online questionnaire but paper copies were also made available.

The consultation was promoted in a variety of ways:

- Residents and the wider audience - To reach as wide an audience as possible the consultation was highlighted on the front page of the Council's website with a link directly to the consultation documentation and an online survey. A paper version of the survey was also available for printing from the Website or on request in a variety of formats.
- Paper copies of the survey were made available in our libraries.
- Details of the consultation were shared via the Council's Twitter feed and Facebook page
- Welsh speaking residents were e-mailed directly through Menter Iaith and shared via other stakeholder groups involved and wider networks.

- Stakeholder groups - those who had been invited to/involved in Stage 1 engagement were e-mailed directly during the first week of the formal consultation period. A reminder was sent the week before the closing date.
- Council service areas were also emailed the consultation documents.

## Results

### Responses and respondent profile

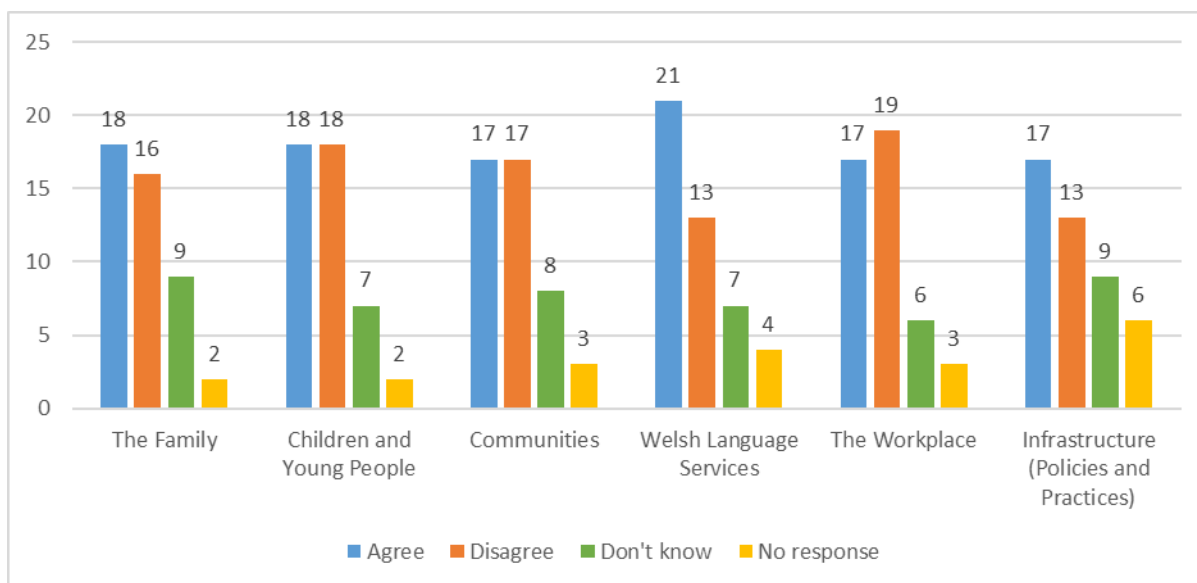
Overall, 45 respondents completed the questionnaire online. Of these:

- 37 indicated that they were residents of Caerphilly county borough
- 33 identified that English was their preferred language whilst 4 respondents identified Welsh as their preferred language. A further 2 respondents said that they were bilingual (Welsh and English) with no preference for either language
- 23 indicated that they were female, 17 were male
- 27 of those who responded were 50+, 12 were aged between 26 – 49 and 2 were aged 16-25

### Respondent views and emerging themes

Respondents were asked to identify whether they felt that the actions outlined within each strategic area help meet the intended outcome for the family, children and young people, communities, Welsh language services, the workplace and infrastructure (policies and practices). There were mixed views in relation to each area as shown in Graph 1. Slightly more people agreed than disagreed with the actions for the family, Welsh language services and infrastructure but this was the reverse for children and young people, communities and the workplace.

**Graph 1: Do the actions outlined achieve the intended outcomes?**



## **Reasons for disagreeing with any actions outlined**

Respondents were asked to outline their reasons for disagreeing with any of the actions outlined and these are summarised below.

### **General comments**

- Unrealistic targets for the timescale.
- I don't disagree as such, as any efforts to support and promote the Welsh language are to be applauded, but I think more consideration needs to be given to how some of these actions can be realistically achieved.
- A number of comments referenced that Caerphilly borough is a predominantly English speaking area

### **The Family**

- Need to engage with new parents earlier (e.g. baby pack with newborns) as many are put off Welsh medium education fearing they will not be able to help their child.
- No amount of promotion will help attract new Welsh speakers if they don't have an interest in the first place. You need to promote earlier e.g. baby groups/play groups etc.

### **Children and Young people**

- outlined strategy does not appear to be significantly different to current strategy
- People will continue to use their first language in the home and at work and it is well known that use of Welsh by school children stops at the school gate or when they are out of hearing of their teachers. Nothing in the strategy seems likely to change this

### **Communities**

- Whilst there are some good intentions in this strategic priority, such as improving Welsh language input and provision during big events such as the Big Cheese, Christmas markets, etc., for any of this to work there needs to be a huge amount of awareness raising for people to even know that they can use Welsh within the borough and that this won't in itself prove to be a barrier.

### **Welsh Language Services**

- The number of complaints relating to non-compliance doesn't mean much if people don't even know what compliance is required; how will they know if it's not being upheld? The annual report on compliance with the Welsh language standards must be more prominent, and more widely promoted - perhaps an infographic version, or slimmed down version for the public facing website? Welsh speakers in particular are interested in this stuff

### **The Workplace**

- outlined strategy does not indicate monitoring methodology within workplaces and whilst I want an increase in use in the Language, the strategy does not indicate funding support, especially for very small businesses

### **Infrastructure (Policies and Practices)**

- This is a vitally important area which underpins all of the other functions of the Council. Sadly, Welsh is often seen as an "add-on" when considering new areas of

work or when reviewing policies and procedures. It *\*must\** become part of the initial planning process for any project, not just in terms of making it bilingual, but in terms of how it can meaningfully support the Welsh language.

### **Additional Actions identified**

The survey identified a number of additional actions that should be considered for inclusion in the action plan as detailed below:

#### **General comments**

- I don't see anything to help learners of the Welsh language to be confident in speaking and putting their learning to use.
- Actions to bridge the gap between casual Welsh and literary Welsh for learners to give more of a feel for the basic structure of the language than the usual (but vital) speech patterns taught on early learner courses.
- No mention of opening more Welsh-medium schools and the lack of specific recruitment of Welsh speakers to the council. Encouraging instead of enforcement means that many companies will not use Welsh.
- The language will be more visible but that does not mean that it can be used further in public life if those working with the public do not speak the language.
- Hopefully more people will learn the language and use it!
- Hopefully it will give people the confidence to use Welsh in a wider range of situations. We also hope that they will always be positively received even if the person spoken to cannot speak Welsh

#### **The Family**

- With regards to parent and baby groups, for example, Welsh should be introduced little and often rather than a Welsh /English language group exclusively, so parents get used to Welsh in small doses and don't get overwhelmed or intimidated. Parents should be offered Welsh lessons in small groups as evening classes rather than large groups to build confidence learning and speaking Welsh.

#### **Children and Young people**

- Children and young people is very comprehensive but it seems geared to what Council Corporate can do, not what Education itself can do. Early years is an area undergoing considerable transformation, so there maybe opportunities here to expand. Welsh Government for example could visit older pupils to tell them about opportunities to work in the medium of Welsh in terms of career guidance, although it maybe covered 2.3
- Children: Open more Welsh-medium schools to normalise Welsh-medium education. There is currently one county-wide secondary school.
- There should be greater emphasis on Welsh History matters in the way History is delivered in Schools. We've seen that the way British history traditionally is taught that it needs and is being revisited to perhaps look differently at the way Colonialism and actions in the past have adversely affected many minority groups



## **Communities**

- Creation of areas in communities where use of Welsh is encouraged and a range of levels is present to support learners

## **Welsh Language Services**

- A dedicated web page for all things Welsh language would be helpful. This could include news items, links to strategic documents, events, or opportunities for people to get involved in supporting and promoting the Welsh language within the borough

## **The Workplace**

- The workplace could include more informal opportunities such as 'lunch time cafe' or welsh speaking 'meet for lunch, after work, or social opportunities to encourage a fun, informal aspect as much of it will be about 'compliance' to the standards, so something that suggests its fun could be more motivational than the message of 'you have too' .
- Not sure I saw anything in the mass of information about the possibility of Welsh being taught in the workplace specifically around the vocabulary needed for the job in hand and any public facing roles.
- Should there be something about promoting the use of Welsh in customer services in the private sector e.g. through the Business Forum? Do local businesses advertise that they can interact with customers through Welsh, are local shops highlighting that they have Welsh speaking staff for example.

## **Impacts on opportunities to use the Welsh language**

A number of comments were received in relation to how the plan will impact on opportunities for people to use the Welsh language and how could positive impacts could be increased, or negative impacts be mitigated. These are summarised below.

- A perennial problem is non-use of Welsh after pupils leave Welsh education. People often lose the language. School leavers need to be encouraged to support initiatives after school/university to help young pupils and learners and keep their own Welsh alive
- Anything which aims to support and promote the Welsh language can hopefully only have a positive impact on language skills and use within the borough. My main concern is the implementation of the action plan on an ongoing basis. It takes a lot of effort and work to continue to promote, support and include Welsh in a region that is traditionally less Welsh-speaking.
- Ensure that materials produced are accessible to all
- Encourage more people to wear the Iaith Gwaith badges to indicate to others that they are able to speak Welsh.
- Encourage businesses with Welsh speakers to greet people in Welsh
- Making groups for practice speaking readily available will help learners of all levels, not having confidence to speak is probably one of the biggest problems for learners. I know I am a learner.
- It will be good for more people to learn the Welsh language and it be used a lot more.

- It will hopefully increase places where Welsh is spoken maintain the language for many who learnt it in school and normalise its usage within the community.
- More people in the communities being aware of the opportunities to learn and use Welsh as well as English
- By following the action plan, Caerphilly County Borough Council will ensure more opportunities for people to use their Welsh. By demonstrating clear and strong leadership for the Welsh language when working on joint projects with partner organisations, the positive effects of the strategy could be increased.
- The action plan is very good, comprehensive and if able to be delivered will make a difference and will help to expand the language. However some impacts for those who do not speak Welsh could be to feel threatened or limited opportunities in the job market for not speaking Welsh, so important to bring those who do not speak Welsh in, in a way that is encouraging and not 'compliance'.
- Some of the measures need work as they are not necessarily reflective of what you are trying to achieve. For example some qualitative survey type measures as to whether people feel more confident in using Welsh and enjoyed events rather than number would give a broader picture of success

### **How the draft plan could be changed to increase positive impacts on the use of the Welsh language**

Comments relating to how the plan could be improved to increase positive impact on the use of the Welsh language are summarised below:

- That the action plan should be flexible, and should changes be needed, these can be made during the life of the current strategy, rather than waiting for the review.
- recognition that this is a long term plan
- Having more free courses available for people
- I believe there needs to be many opportunities for learners to come together to practice speaking and listening to the Welsh language. Then once they are confident they can use the language in their day to day dealings.
- It needs more emphasis on opportunities to learn and use Welsh in a social context.
- Possibly a campaign to show the benefits of having two languages. Heritage family culture business wherever you have originally come from. Maybe highlighting innovative use of Welsh or families that have learned Welsh together or how businesses are using Welsh with customers.
- To start cross working with English and Welsh medium schools so eventually all schools would converse in English & Welsh equally and there will not be the need for Different medium schools with competing priorities. This would mean equal funding.
- Welsh is being used more locally than previously as we predominately English speaking. Draft gives people more opportunities to learn Welsh and hopefully more access to employment that require Welsh speakers
- see above. The response to those seeking to communicate in Welsh is vital

- There are plenty of positive actions in the action plan, you don't want to change or add anything.
- Ensure that Welsh-medium education is readily available and locally. Ensure bilingual staff when providing services so that no Welsh speaker is required.

### Next steps

The outcomes of the consultation will be considered and the draft Action Plan will be amended accordingly before a final revised version of the Council's Welsh Language Strategy for 2022-2027 is approved by Cabinet in March 2022.

### Revisions made to action plan based on respondent views:

University of South Wales added as a partner organisation

**Action 1.7** – to include language champions and ambassadors across partner organisations

**Action 2.1** – to include all partner organisations

**Action 2.6** – to include volunteering and Caerphilly Cares

**Action 2.8** – Reworded to: *Develop a webpage on the Council's website with links to all the partner organisations and DEWIS and all the available resources.*

**Action 2.10** – to include language champions and ambassadors across partner organisations

**Action 2.11** – added the following text: *Link with the delivery of the Welsh in Education Strategic Plan and the Siarter Iaith and Cymraeg i Blant school leaders.*

**Action 2.13** – emphasis on working regionally to develop different methods of communication positive messages about the Welsh language to years 5, 6, 7, 8, 9, 10 and 11.

**Action 2.14** – emphasis on working regionally.

**Action 3.1** – expand text to say *across all partner organisations.*

**Action 3.2** – reword to say: *Encourage and support local businesses to use more Welsh when delivering services, including the distribution and promotion of displaying the Iaith Gwaith signage, badges or lanyards to encourage Welsh speakers and learners to actively access services through the Welsh language.*

**Action 3.5** – expand text to include: *and develop opportunities where there are gaps.*

**Action 3.7** – text merged with Action 3.2.

**Action 3.7** – add text: *Promote Welsh courses for refugees.*

**Action 3.8** – expand text to include *work regionally* and also *Develop a 'Freshers' Event and information pack for parents sending their children to Welsh school for the first time.*

**Action 3.9 – New Action:** *Work on a regional basis to actively raise awareness of the general public of the Welsh language, including why we are doing so, the rights of Welsh speakers to receive goods and services through then medium of Welsh, and live their daily life through the medium of Welsh.*

**Action 3.9 – New Action:** *Work with Caerphilly Business Club to raise local businesses' awareness of opportunities and resources available for them to provide a Welsh language service.*

**Action 4.2** – include *working in partnership.*

**Action 4.6** – state *the Council's Staff Recognition Scheme.*

**Action 5.3** – emphasis on *work regionally*.

**Action 5.8 – New Action:** *The Council and partner organisations to undertake a linguistic skills audit of their staff to understand what capacity there is. Opportunities to work in partnership should any gaps be identified.*

**Action 5.9 – New Action:** *Work regionally to develop a good practice guide on how to use Welsh effectively e.g. bilingual greetings at the start of meetings etc.*

**Action 5.10 – New Action:** *Ensure the Welsh language is considered and included as part of any induction process for new starters.*

**Action 5.11 – New Action:** *Develop a Linguistic Skills Strategy to support the council's commitment to the Welsh language and the implementation of the Welsh Language Standards.*

**Action 5.13 – New Action:** *Work regionally to develop opportunities for Welsh speakers and learners to have use their Welsh language skills in an informal setting, such as lunchtime café, coffee mornings etc.*

#### **Annexes:**

Annexe 1: Stage 1 Engagement Stakeholder List

Annexe 2: Notes of stakeholder focus groups (Stage 1)

Annexe 3: Stage 2 Formal Consultation Survey

Annexe 4: Digest of comments from survey (Stage 2)

## Stage 1 – Focus Group Engagement Stakeholder List

1.	All CCBC Schools
2.	All CCBC Service Areas
3.	Aneurin Bevan University Health Board
4.	Caerphilly Business Club
5.	Caerphilly Youth Service
6.	Careers Wales
7.	Coleg Cymraeg Cenedlaethol
8.	Coleg Gwent
9.	Coleg y Cymoedd
10.	Councillors
11.	Cymraeg i Blant
12.	Destination Services
13.	Early Years
14.	Education Achievement Service
15.	Education Service
16.	Gwent Police
17.	Gwent Welsh for Adults
18.	Helo Blod
19.	Leisure and Parks Services
20.	Menter Iaith Caerffili
21.	Mudiad Meithrin
22.	Parent Network
23.	Public Services Board
24.	Supporting People
25.	Town and Community Councils
26.	University of South Wales
27.	Voluntary Sector – GAVO
28.	Yr Urdd

# Caerphilly County Borough Council Five Year Welsh Language Strategy 2020-24

## Notes of Stakeholder Focus Groups

### Respondent views

The responses from the focus group discussions highlighted a number of amendments to be made to the draft action plan prior to formal public consultation.

### **Focus Group 1& 3**

#### **Strategic Area 1 – The Family & Strategic Area 2 – Children and Young People**

#### **What key stakeholders think we should do:**

- Need to do a childcare provision audit – Welsh in Education Strategic Plan
- Audit of services, opportunities currently being offered by partner organisations and council service areas
- Libraries will look at provision of Cymraeg i Blant sessions
- Be specific around timescales against each action and which partner organisations are involved in each
- Add University of South Wales to the list of partner organisations
- Coleg y Cymoedd provide opportunities for Welsh speaking students whether they are course related or non-course related and make them aware of Welsh medium activities, courses and job opportunities
- Link up with universities and further education colleges to retain and develop the Welsh language skills of students – end goal
- Include volunteering in Action 2.6
- Family Information Service are moving to DEWIS – all partners are linked.
- Develop a web page with links to all the partner organisations so that information about each one is easily accessible.
- Include on the web page links to useful resources i.e. podcasts, case studies, resources
- In Libraries we use Borrow Books which is an all Wales platform of book and digital stories for people to access Welsh medium content
- Develop Welsh Language Champions – use or link up with Community Connectors or the Parent Champions that already exist
- Coleg Cymraeg Cenedlaethol also has champions – link in with the organisation
- Revise wording of Action 2.11 to include linking up with language champions and ambassadors of the Siarter Iaith and Cymraeg i Blant, also links with the Welsh in Education Strategic Plan
- To promote positive messages about the Welsh language to years 5, 6, 7, 8, 9, 10 and 11 working regionally with different partners, using case studies and creating podcasts with the further education colleges

- Focus on specific projects and who is going to be responsible for leading and delivering on them
- A clear and simple career path for young people to see what choices they have is very important

## Focus Group 2

### Strategic Area - 3 The Community

#### What key stakeholders think we should do:

- Any staff working in the childcare sector will be made aware of the Hyder project run by Menter Iaith Caerffili and the Road to Bilingualism – link up
- Almost all posts when recruiting ask for Welsh language skills as desirable
- Need to undertake a Welsh language skills audit of the workforce to understand capacity and recruit based on need and meeting the requirements
- Demand for Welsh language services is low but people need to know the services are there to request/access them in Welsh
- Could start by setting a standard that at all meetings a bilingual greeting must be given just to keep the Welsh language in everybody's minds
- Recruitment challenges in general
- There is a requirement across all council services to recruit Welsh speaking staff
- Need an audit and a Language Skills Strategy – Year 1 of the strategy would be undertaking the Welsh language skills audit and building on that
- Training and Induction sessions are needed for staff which includes Welsh language awareness
- Make new employees aware of the Welsh language and the requirements to comply to the Standards
- Need Welsh language training which is tailored to meet the requirements of the role
- Need to transform the current situation with Welsh language awareness sessions, induction process, the Council to convey a clearer message of its commitment to the Welsh language so that everyone is aware
- Raise awareness of managers of their duty to raise Welsh language skills within their teams/areas
- Staff with Welsh language skills are afraid to declare and panic about the expectations
- Need to look at job descriptions – bilingual and clearly state Welsh language skills requirements/levels
- Gwent Public Services Board to make a commitment to the Welsh language – level of commitment

**Focus Group 4****Strategic Area 4 – Welsh Language Services, Strategic Area 5 – The Workplace & Strategic Area 6 – Infrastructure (Policies and Practices)****What key stakeholders think we should do:**

- Difficult for staff working in health at the moment to wear lanyards to show language skills due to Covid pandemic and infection control
- Need to undertake an audit of Welsh language skills within local doctor surgeries
- Sometimes people don't wear badges or lanyards because they do not feel confident with their language skills
- Need to work jointly with partner organisations to wear badges and lanyards where possible – a promotional campaign which can be used across different sectors which can also look at assessing skills levels
- A possible project could be to create a digital directory of organisations and businesses available through the medium of Welsh and place it on DEWIS. Aneurin Bevan UHB have already started an audit and Menter Iaith Caerffili published a directory some years ago which needs updating
- Possibly looking at a capital grant project to rejuvenate Rhymney Library and look at stock of Welsh language books and provision at the library as part of the project
- Menter Iaith Caerffili are keen to work closer with libraries to develop activities within these locations
- Aneurin Bevan UHB and Gwent Police will look at how they can have a presence at Ffilifest and an opportunity to promote positive messages about working through the medium of Welsh. Look at how Council services can also get involved
- Aneurin Bevan UHB – need to look at developing a Linguistic Skills Strategy and then undertake the audit of Welsh language skills capacity of the workforce
- Need to merge Action 3.2 and 3.7
- There are courses for refugees available teaching them Welsh – need to promote this with the families we are involved with
- What about holding a Fresher's Week for non-Welsh speaking parents who send their children to Welsh medium schools? Could use videos to introduce each organisation, opportunities available to them, courses so they can learn Welsh, resources and support
- Need to look at little project which complement the actions in the Five Year Strategy, More Than Just Words Strategy and the Welsh in Education Strategic Plan.



## Formal Consultation Survey



## Draft Welsh Language Strategy 2022-2027 Action Plan

### Stage 2 Consultation

Caerphilly Council is required to develop a Five Year Welsh Language Strategy in accordance with the requirements of Welsh Language Standard 145 under the Welsh Language Standards (No.1) Regulations 2015. The aim of the strategy is to set out actions on how we intend to promote the Welsh language, increase the number of Welsh speakers and the use of Welsh in the county borough.

The Welsh Government recently announced its new **Work Programme for Cymraeg 2050** <https://gov.wales/cymraeg-2050-our-plan-2021-2026>. The national strategy to aims to reach one million Welsh speakers by 2050 and double daily use of the Welsh language by 2050. In order to realise the vision, Cymraeg 2050 is based on three strategic themes:

1. Increasing the number of Welsh speakers
2. Increasing the use of Welsh
3. Creating favourable conditions - infrastructure and context

Following recent focus groups with key partner organisations, we now wish to conduct a stage 2 consultation to seek your views on the set of draft actions set out in the draft action plan. To view the draft plan please click here (**LINK**).

The survey will only take a few minutes to complete and the closing date is Friday XX November 2021.

Once all the responses have been collated we will use the responses to identify if there are any actions that require revision or any new actions that should be included. The strategy will be approved by 31 March 2022.

**How we use your personal information:** The information you provide will used by the service area relevant to the consultation / survey within Caerphilly County Borough Council. Views expressed will be collated together and used to produce a summary report. Depending on scope / nature of the survey / consultation, the summary report will be used to evaluate and remodel services / priorities etc. We will not keep your views in in a way that will identify you for longer than is necessary.

You have a number of rights in relation to the information we hold about you, including the right of access to your information and the right of complaint if you are unhappy with the way your information is processed. For further information on how we process the information and your rights please follow this link:

<https://www.caerphilly.gov.uk/CaerphillyDocs/FOI/PrivacyNotices/Privacy-Notice-Consultations-Surveys.aspx>

## **Welsh Language Strategy 2022-2027 - Strategic Areas**

There are 6 strategic areas within the document. To achieve the outcomes within each of these areas, a number of actions have been proposed. We would like to know if these actions are the right ones and if you have any ideas about what else we could do to achieve these outcomes.

### **The Family**

Outcome: Increase in the number of families where the Welsh language is spoken with children.

### **Children and Young People**

Outcome: Children and young people increasingly speak Welsh as part of their everyday routine, improve potential career prospects and realise the value of the language.

### **Communities**

Outcome: Community groups and businesses are aware of, and can access Welsh language services across many different sectors.

### **Welsh Language Services**

Outcomes:

- More Welsh medium services available to the public.
- More use made of the services that are available through the Welsh language.
- Welsh language support groups are included in directories of community and voluntary groups.
- The Welsh language integrated in collaboration arrangements.

### **The Workplace**

Outcome: An increasing number/percentage of the workforce uses the Welsh language in the workplace.

### **Infrastructure (Policies and Practices)**

Outcome: The Welsh language integrated appropriately into strategies, policies and practices of the Council and partner organisations.

**1. Do you agree or disagree that the actions outlined within each strategic area will help meet the intended outcome?**

	Agree	Disagree	Don't Know
The Family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children and Young People	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Welsh Language Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infrastructure (Policies and Practices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2. If you disagree with any of the actions outlined, please give details below:**

**3. If there are any additional actions you feel should be included, please tell us which Strategic Area these refer to and give details below:**

**4. We would like to know your views on the impact that this draft action plan would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English. What impacts do you think there would be? How could positive impacts be increased, or negative impacts be mitigated?**

**5. Please also explain how you believe the draft action plan could be formulated or changed so as to have positive impacts or increased positive impacts on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language, and no adverse impacts on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.**

**6. Has your response to this consultation been influenced either positively or negatively because of any of the following: age, disability, ethnic origin, gender, gender reassignment, marital status, religious belief or non-belief, use of BSL or other languages, nationality or responsibility for any dependents? If so, please give details below.**

**7. Do you have any further comments to make about the draft Welsh Language Strategy?**

## Something About You

*These questions are optional. Your response will help us to ensure that we achieve a representative sample and will help us to check whether the services we provide are meeting the needs of all of our local communities and residents.*

**I am responding to this survey as: (Please select only one.)**

<input type="checkbox"/>	As a resident of Caerphilly County Borough Council
<input type="checkbox"/>	As a local elected member
<input type="checkbox"/>	As a business person
<input type="checkbox"/>	Representing a third sector group or organisation
<input type="checkbox"/>	Representing another public sector organisation
<input type="checkbox"/>	As a member of staff
<input type="checkbox"/>	Other, please write in _____

**My postcode is:** \_\_\_\_\_

**I am:**

<input type="checkbox"/>	Female	<input type="checkbox"/>	Other, please write in _____
<input type="checkbox"/>	Male	<input type="checkbox"/>	Prefer not to say

**What is your preferred language?**

<input type="checkbox"/>	English	<input type="checkbox"/>	Other, please write in _____
<input type="checkbox"/>	Welsh	<input type="checkbox"/>	Prefer not to say

**Do you consider yourself to have a disability?**

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say
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**Are you or a member of your household currently serving in the armed forces or an armed forces service leaver?**

<input type="checkbox"/>	Yes, I am / was a member of the armed forces
<input type="checkbox"/>	Yes, a member of my household is / was a member of the armed forces
<input type="checkbox"/>	No
<input type="checkbox"/>	Prefer not to say

**Age groups**

<input type="checkbox"/>	<16	<input type="checkbox"/>	40-49
<input type="checkbox"/>	16-25	<input type="checkbox"/>	50-65
<input type="checkbox"/>	26-39	<input type="checkbox"/>	66+

**Sexual orientation**

<input type="checkbox"/>	Bisexual
<input type="checkbox"/>	Gay
<input type="checkbox"/>	Heterosexual
<input type="checkbox"/>	Lesbian
<input type="checkbox"/>	Other, please write in _____
<input type="checkbox"/>	Prefer not to say

**Religion or belief**

<input type="checkbox"/>	Buddhist
<input type="checkbox"/>	Christian (all denominations)
<input type="checkbox"/>	Hindu
<input type="checkbox"/>	Humanist
<input type="checkbox"/>	Jewish
<input type="checkbox"/>	Muslim
<input type="checkbox"/>	Sikh
<input type="checkbox"/>	Other, please write in _____
<input type="checkbox"/>	Prefer not to say

**Ethnic origin**

<input type="checkbox"/>	Asian	<input type="checkbox"/>	White
<input type="checkbox"/>	Black	<input type="checkbox"/>	Other, please write in _____
<input type="checkbox"/>	Chinese	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Mixed		

**Marital status**

<input type="checkbox"/>	Civil partnership	<input type="checkbox"/>	Single
<input type="checkbox"/>	Dissolved civil partnership	<input type="checkbox"/>	Surviving civil partnership
<input type="checkbox"/>	Divorced	<input type="checkbox"/>	Widowed
<input type="checkbox"/>	Living with partner	<input type="checkbox"/>	Other, please write in _____
<input type="checkbox"/>	Married	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Separated		

## Annexe 4: Digest of written responses to the Draft Welsh Language Strategy 2022 – 2027 survey

*Note: Comment have been redacted to protect anonymity of respondents and to remove offensive language.*

**If you disagree with any of the actions outlined, please give details below:**

All of them I Don't speak Welsh
As far as I am concerned trying to promote the Welsh language is a waste of time and money. Policy is being dictated by a minority of Welsh speaker activists to the detriment of the vast majority of Welsh people - you don't have to speak Welsh to be proud of your country and heritage.
Children and young people: outlined strategy does not appear to be significantly different to current strategy. The workplace: outlined strategy does not indicate monitoring methodology within workplaces and whilst I want an increase in use in the Language, the strategy does not indicate funding support, especially for very small businesses.
No mention of opening more Welsh-medium schools and the lack of specific recruitment of Welsh speakers to the council. Encouraging instead of enforcement means that many companies will not use Welsh.
Funding should be for music & the arts, maths & science, digital education. Complete waste of money which will have little impact on job creation, wealth, people ability to have well paid work, lifting family's out of poverty.
I am not in favour of councils or any government organisations spending precious resources to promote the Welsh language. There are many more important issues to be addressed. As far as I'm concerned a minority is dictating to the majority. Waste of time and money.
I am Welsh but I think learning about our heritage is more important than the language. If I wanted my daughter to learn Welsh I would have sent her to a Welsh medium school. I think the language is being forced on people. Money could be better spent on other areas.
I believe some of the actions outlined create a two tier society, where those with Welsh Language skills have unfair opportunities over non Welsh speakers
I believe that the use of the Welsh language is detrimental to the well-being of the majority of people living in Wales, particularly for the development of young people. The resources spent could be put to better use. For example more science and other subjects, would make our children more employable outside Wales and would be of more benefit to them. Also traffic signs would be easier for the majority to understand if in English only. English on top means that most of us pass the signs before we have had time to read the English. Put the well being of the majority before the desires of the minority.
I don't disagree as such, as any efforts to support and promote the Welsh language are to be applauded, but I think more consideration needs to be given to how some of these actions can be realistically achieved. Communities - Whilst there are some good intentions in this strategic priority, such as improving Welsh language input and provision during big events such as the Big Cheese, Christmas markets, etc., for any of this to work there needs to be a huge amount of awareness raising for people to even know that they can use Welsh within the borough and that this won't in itself prove to be a barrier. Welsh Language Services - The number of complaints relating to non-compliance doesn't mean much if people don't even know what compliance is required; how will they know if it's not being upheld? The annual report on compliance with the Welsh language standards must be more prominent, and more widely promoted - perhaps an infographic version, or slimmed down version for the public facing website? Welsh speakers in particular are interested in this stuff.
Infrastructure - This is a vitally important area which underpins all of the other functions of the Council. Sadly, Welsh is often seen as an "add-on" when considering new areas of work or when reviewing policies and procedures. It <i>must</i> become part of the initial planning process for any project, not just in terms of making it bilingual, but in terms of how it can meaningfully support the Welsh language.

I don't understand the questions
Large parts of the Borough are predominately English speaking with a very small number of Welsh speakers. Families and workplaces in these areas will never become Welsh speaking.
Need to engage with new parents earlier (e.g. baby pack with newborns) as many are put off Welsh medium education fearing they will not be able to help their child. No amount of promotion will help attract new Welsh speakers if they don't have an interest in the first place. You need to promote earlier e.g. baby groups/play groups etc. People can be put off from interacting with Welsh events such as Ffilifest due to previous bad experiences, fear of not fitting in/undersanding and being 'looked down on' because of either unable to speak Welsh or are learners.
No disagreement. Enthusiasm should come from bottom up not top down. Understand that enthusiasm must be engendered in the first place to facilitate that end. Making things compulsory maybe not generally good except where strategically advantageous to the 5 year deadline. CCBC net is spread impressively wide.
Not enough over 18's currently speak Welsh in every day life
People will continue to use their first language in the home and at work and it is well known that use of Welsh by school children stops at the school gate or when they are out of hearing of their teachers. Nothing in the strategy seems likely to change this.
Pushing the use of Welsh ahead of English will cause the Welsh economy to fall even further behind England, leading to further loss of talent across the border and increased unemployment.
Too much Welsh being promoted at the moment. English is the first language in the UK and should take precedence over Welsh. Road signs in particular should be English first, save money by only printing communications in English as there are no polyglot Welsh speakers in Wales.
Too much Welsh already in a predominantly English speaking area. Total waste of public resources.
Unrealistic targets for the timescale.
Welsh Language has been made a political media, and South East Wales it is not used money and resource could be spent on many other community improvements Education standards could be raised concentrating on the important subjects for future benefits

**If there are any additional actions you feel should be included, please tell us which Strategic Area these refer to and give details below:**

2. Children and young people is very comprehensive but it seems geared to what Council Corporate can do, not what Education itself can do. Early years is an area undergoing considerable transformation, so there maybe opportunities here to expand. Welsh Government for example could visit older pupils to tell them about opportunities to work in the medium of Welsh in terms of career guidance, although it maybe covered 2.3
5. The workplace could include more informal opportunities such as 'lunch time cafe' or Welsh speaking 'meet for lunch, after work, or social opportunities to encourage a fun, informal aspect as much of it will be about 'compliance' to the standards, so something that suggests its fun could be more motivational than the message of 'you have too'.
All areas
Children and young people. There should be greater emphasis on Welsh History matters in the way History is delivered in Schools. We've seen that the way British history traditionally is taught that it needs and is being
revisited to perhaps look differently at the way Colonialism and actions in the past have adversely affected many minority groups.
Creation of areas in communities where use of Welsh is encouraged and a range of levels is present to support learners.
Ensure that all actions are voluntary and people DO NOT feel forced into complying to a hard line of forcing this beautiful language onto all Welsh citizens.. 'ENGLISH NOT'
I don't see anything to help learners of the Welsh language to be confident in speaking and putting their learning to use.

<p>revisited to perhaps look differently at the way Colonialism and actions in the past have adversely affected many minority groups.</p>
<p>In my experience of learning Welsh most of the effort is given to the "Iaith Achlysurol" "CasualWelsh." Literary Welsh is less emphasised (so is English these days). This kind of thing seems good:  <a href="https://www.amazon.co.uk/HARRY-POTTER-WELSH-Potter-Athronydd/dp/B00K9J2W0E">https://www.amazon.co.uk/HARRY-POTTER-WELSH-Potter-Athronydd/dp/B00K9J2W0E</a>  A reprint of CYMRAEG I DDYSGWYR may be a good idea. For me it helped bridge the gap between everyday casual Welsh and literary Welsh from the outset. It gives more of a feel for the basic structure of the language than the usual (but vital) speech patterns taught on early learner courses. CCBC may wish to liaise with other areas e.g. the excellent facility at the University of South Wales e.g. <a href="https://learnwelsh.cymru/news/ask-helen/">https://learnwelsh.cymru/news/ask-helen/</a>  Helen Prosser</p>
<p>Many public notices should be in English only eg road signs and road work notices as mixing is very dangerous and costly  Also government documentation a choice should be offered and Stop waste</p>
<p>Needs to be easier for people to understand</p>
<p>None. Coleg y Cymoedd will be able to contribute to achievement of the action plan.</p>
<p>Not sure I saw anything in the mass of information about the possibility of Welsh being taught in the workplace specifically around the vocabulary needed for the job in hand and any public facing roles.</p>
<p>Children: Open more Welsh-medium schools to normalise Welsh-medium education. There is currently one county-wide secondary school.</p>
<p>Should there be something about promoting the use of Welsh in customer services in the private sector e.g. through the Business Forum? Do local businesses advertise that they can interact with customers through Welsh, are local shops highlighting that they have Welsh speaking staff for example.</p>
<p>Spend funds on further education and skill coaching/apprenticeships instead</p>
<p>Stand up to Welsh government &amp; don't implement any plan. Use the money to support education, business &amp; transport. All in desperate need of investment.</p>
<p>Stop spending money on promoting the Welsh language.  Where does Carbon net zero fit in when the small number of children being forced into Welsh speaking schools are bussed in from miles away - not good stewardship of the public purse or resources. I have seven grand children on the Cwm Calon estate. My daughters moved onto the estate some years ago and were told at the time the primary school would be English speaking. Due to intervention by Welsh speaking activists the school was belatedly designated as a Welsh school. Not impressed!</p>
<p>Stop this nonsense and concentrate on providing a good education, health, welfare and care system.</p>
<p>There should be a statement of the extra cost to Welsh residents.</p>
<p>Welsh is a dying language and very limited to a small number of clique teachers who are promoting the language for their own ends . it sad but a fact once a young person leaves education once they have left school unless their family and friend are Welsh speaking they speak and write welch less and less each year. I am English and have lived here for over 33 years .I on the whole find welsh speakers full of themselves and a pain in the arse. Wanting translation when they are capable of reading and writing in English. the fact is I then have to employ at great</p>
<p>cost a welsh speaker to translate their written or spoken words this is detrimental to my profits and I therefore do not engage much with snobby two faced Welsh speakers. Just stop funding it and admit defeat. The money would be better spent on mental health. As suicidal relative has waited 8 months for an appointment and it not even face to face.</p>
<p>Welsh Language Services - a dedicated web page for all things Welsh language would be helpful. This could include news items, links to strategic documents, events, or opportunities for people to get involved in supporting and promoting the Welsh language within the borough</p>
<p>With regards to parent and baby groups, for example, Welsh should be introduced little and often rather than a Welsh /English language group exclusively, so parents get used to Welsh in small doses and don't get overwhelmed or intimidated. Parents should be offered Welsh lessons in small groups as evening classes rather than large groups to build confidence learning and speaking Welsh.</p>



**We would like to know your views on the impact that this draft action plan would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh languag...**

A perennial problem is non use of Welsh after pupils leave Welsh education. People often lose the language. School leavers need to be encouraged to support initiatives after school/university to help young pupils and learners and keep their own Welsh alive
Anything which aims to support and promote the Welsh language can hopefully only have a positive impact on language skills and use within the borough. My main concern is the implementation of the action plan on an ongoing basis. It takes a lot of effort and work to continue to promote, support and include Welsh in a region that is traditionally less Welsh-speaking.
As a dyslexic person bilingual forms/signs are absolutely impossible to read. To the point it's discriminatory to people with this disability.
The language will be more visible but that does not mean that it can be used further in public life if those working with the public do not speak the language.
Drop promotion of actions that will be internationally divisive.
Encourage more people to wear the Iaith Gwaith badges to indicate to others that they are able to speak Welsh. Encourage businesses with Welsh speakers to greet people in Welsh
English medium schools will be neglected and receive less funding
Hopefully more people will learn the language and use it! Making groups for practice speaking readily available will help learners of all levels, not having confidence to speak is probably one of the biggest problems for learners. I know I am a learner.
Hopefully it will give people the confidence to use Welsh in a wider range of situations. We also hope that they will always be positively received even if the person spoken to cannot speak Welsh
I don't understand some of these words.
It will antagonise and alienate more people against Welsh.
It will be good for more people to learn the Welsh language and it be used a lot more.
It will hopefully increase places where Welsh is spoken maintain the language for many who learnt it in school and normalise its usage within the community.
Little impact, the majority of Caerphilly residents would not be interested in the Welsh Language Strategy.
More people in the communities being aware of the opportunities to learn and use Welsh as well as English
Not everyone finds learning a second language easy. Heritage more important than speaking the language. If we wanted our children to learn it we would have sent them to a Welsh medium school.
Pushing Welsh language will lead to a further increase in nationalism, calls for independence and severely impact the Welsh economy.
See above
The action plan is very good, comprehensive and if able to be delivered will make a difference and will help to expand the language. However some impacts for those who do not speak Welsh could be to feel threatened or limited opportunities in the job market for not speaking Welsh, so important to bring those who do not speak Welsh in, in a way that is encouraging and not 'compliance'.
The main negative effect is overemphasis on use of Welsh annoying English speakers and causing a reaction against the language. This is particularly true when Welsh appears first in documents and, where it is not possible for the two languages to appear side by side (and assist translation in cases of uncertainty, English should be the first language encountered to avoid irritating scrolling through the document (I speak, read and write Welsh, but have chosen to complete this questionnaire in English and would not have done so had I needed to wade through the Welsh version first).
The overall draft plan is a costly time waste of money

<p>There are many people in Wales who still believe that Welsh is a waste of time instead of seeing it as part of their heritage. It would be good to find a way to teach these people the importance of the language and how special it is to be able to speak their national language.</p>
<p>There is always a danger of alienating public if certain demographic see Welsh as being prioritised. Unfortunately comments such as "Dead language" and "waste of money" are all too common. The strategy will help but care needs to be taken to bring the public with you, particularly in an area not renowned for use of Welsh language. A soft roll out would likely mitigate these comments but the risk would be failure to meet the aggressive (but welcome) language targets set by WG.</p>
<p>This action would have a positive impact on opportunities to use the Welsh language and treating the Welsh language no less favourably than the English language.</p>
<p>to print everything twice in English and Welsh is such a waste of money.</p>
<p>Why do you feel the need to keep flogging a dead horse. If Welsh was a viable modern language it would thrive without imposing it on the majority of the Welsh population who have no interest in learning Welsh.</p>
<p>Wouldn't know haven't read it. Anyway It's too late. You've made your minds up. Sorry unless you make it compulsory for everyone to learn and speak Welsh not just kids you will always have people like myself wanting to speak English read and write English and the Welsh speaker. Will rub the English up the wrong way not understanding what they have done wrong. The impact area greater divide between those who can speak Welsh and those who cannot. If Welsh speakers get more funding the non-Welsh speakers will think it unfair and vice versa. In other words you're stuffed. Treat everyone equally then there will be nothing for either side to complain about, but the Welsh speaker will complain as they will think they deserve more.</p>
<p>By following the action plan, Caerphilly County Borough Council will ensure more opportunities for people to use their Welsh. By demonstrating clear and strong leadership for the Welsh language when working on joint projects with partner organisations, the positive effects of the strategy could be increased.</p>
<p>You cannot rewrite history, what happened during the industrialisation of Wales, was a massive influx of people from rural South West England, where my own family on both sides came from, coupled with the English dominated Victorian education system, almost wiping out the language in this area. This doesn't make me feel any less Welsh, or proud of coming from the South Wales Valleys, but the obsession with speaking Welsh does.</p>

**Please also explain how you believe the draft action plan could be formulated or changed so as to have positive impacts or increased positive impacts on opportunities for people to use the Welsh language....**

<p>As it's the first action plan, I think it's difficult to know what will or won't work until it's implemented. I would, however, suggest that the action plan should be flexible, and should changes be needed, these can be made during the life of the current strategy, rather than waiting for the review.</p>
<p>Can you not get it ??? It's too hard. It's a difficult language to learn unfortunately it has not evolved with the times. For example the microwave or poppety ping is just sad. Get rid of the guttural sound and people may have a chance of at least getting to say the words correctly. If it did sound like vomiting it may be a lot more attractive. The French accent is sexy the German commanding the Irish lyrical the Welsh is somewhat alluring but then I spit some words out unfortunately it just not woke enough.</p>
<p>Concentrate on teaching using the English Language, the international language of the world</p>
<p>see above. The response to those seeking to communicate in Welsh is vital</p>
<p>Has Welsh A level pass yet been recognised as a suitable subject for English universities? It's not always recognised as a suitable qualification for university entry as it's not a foreign language.</p>
<p>Having more free courses available for people.</p>

As it's the first action plan, I think it's difficult to know what will or won't work until it's implemented. I would, however, suggest that the action plan should be flexible, and should changes be needed, these can be made during the life of the current strategy, rather than waiting for the review.
I believe there needs to be many opportunities for learners to come together to practice speaking and listening to the Welsh language. Then once they are confident they can use the language in their day to day dealings.
It needs more emphasis on opportunities to learn and use Welsh in a social context.
There are plenty of positive actions in the action plan, you don't want to change or add anything.
Possibly a campaign to show the benefits of having two languages. Heritage family culture business wherever you have originally come from. Maybe highlighting innovative use of Welsh or families that have learned Welsh together or how businesses are using Welsh with customers.
Remove English translations on signs (e.g. place names), then people would learn how to say the Welsh and possibly spark an interest for the language.
Reverse the policy.
See above for helping turn negative to positive
Ensure that Welsh-medium education is readily available and locally. Ensure bilingual staff when providing services so that no Welsh speaker is required.
Stop pushing "Welsh only" schools. Teach it as a second language and allow children to use it if they wish.
There needs to be recognition that this is a long term plan, this will take at least at 10 year's to embed into the culture further. See above.
To start cross working with English and Welsh medium schools so eventually all schools would converse in English & Welsh equally and there will not be the need for Different medium schools with competing priorities. This would mean equal funding.
Use of Welsh should be entirely voluntary and not forced on the majority of non Welsh speakers in this area.
We have been flogging this horse for some decades now, and personally I don't hear an increase in hearing the spoken word around the Borough, we are what we are and should be celebrating our diversity not pushing an elitist agenda.
Welsh is being used more locally than previously as we predominately english speaking. Draft gives people more opportunities to learn welsh and hopefully more access to employment that require welsh speakers

**Has your response to this consultation been influenced either positively or negatively because of any of the following: age, disability, ethnic origin, gender, gender reassignment, marital status...**

Answers are not influenced by anything mentioned. Jyst don't believe in wrlsh being forced on us. Leave it to individuals to choose.
As an English speaker, I am being even more discriminated against every day by Welsh minority.
I am of the older generation so when i was in school welsh was not compulsory and was thought of as a dying language but it seems that was not the case therefore it s good that more people will have the opportunity to learn and benefit them
I was born and bred in the Rhymney Valley and I've seen the changes to bilingual forms, signs and signage in theatres, public signs putting Welsh first and English second. I do not agree with this policy.
My answers have been influenced by my own experiences as a Welsh speaker, both in the community and in the workplace.
My influence is determined by my life experience and knowledge
Negative probably due to depleting brain cells and galloping old age
No. Dylanwddyd gan fy ngalluogrwydd yn y Gymraeg (It has been influence by my ability in Welsh)
Possibly positively I have Welsh speaking family members but feel learning other languages is a positive step in helping communication to flow and find similarities rather than differences.

I am of the older generation so when i was in school welsh was not compulsory and was thought of as a dying language but it seems that was not the case therefore it s good that more people will have the opportunity to learn and benefit them

This is an incredibly broad range of characteristics, that every single person completing this survey will fit into, meaning that everyone will be influenced one way or another by these factors.

Yes welsh speakers are rude to me when I was trying to learn the language.

**Do you have any further comments to make about the draft Welsh Language Strategy 2022-2027 Action Plan?**

A waste of tax payers money

Churches and chapels were formerly the bastion of Welsh language/literature and culture. I believe this positive contribution of religion was largely the theme of Hedd Wyn's famous ode "YrArwr." Society these days has lost that, and is under a massive disadvantage in the aim of bolstering civilisation. The gods of the current age are celebrity (sports and entertainment), Socialmedia, popular music, financial/career ambition. as well as the bottom feeder pastimes which are more the scope of the police than CCBC's current worthy aims. Therefore the objects of worship of today's Welsh society must provide the catchment fields of interest through which to propagate this beautiful old Celtic language. For me the beauty is in the literature rather than the spoken language. Pobl y Cwm is good entertainment but I doubt it does much for the language.

The National and International Eisteddfod are excellent vehicles to promote the language. As things are, I cannot foresee a long life for the Eisteddfod Chair competition. Very few Welsh people have expertise in the awkward Cynghanedd, the captive measures and the vision to sustain that level of culture. Even one of our greatest poets, Hedd Wyn was little understood for his "Yr Arwr" ode until the centenary celebration hosted by Liverpool Welsh. He has been much heralded mainly for the drama around the Black Chair Eisteddfod rather than his ode which even the Eisteddfod adjudicators had difficulty in interpreting. The film "Hedd Wyn" is superb.

Nowadays, we are too narrow as a nation to hold an Eisteddfod in Liverpool as formerly. The Welsh built large parts of the city and contributed massively to it ref, Cymry Lerpwl by D. Ben Rees. His books are a rich source of information on Welsh heritage and many other things. [http://liverpool-welsh.co.uk/books\\_w.htm](http://liverpool-welsh.co.uk/books_w.htm)  
<http://liverpool-welsh.co.uk/learn.htm>

English is my language and to learn a language should be a choice not pushed on me. If I wanted my child to speak Welsh I would of sent her to a Welsh speaking school. I think it's a disgrace that some children can't speak English properly yet more and more time is spent on Welsh in English language schools. Welsh children are behind in school as it is and more time is now wasted on an out of date language.

For me, it's not just about making sure that people can use their Welsh within the borough, it's about making Welsh part of everyday life, and for it to be the norm for it to be heard in shops, cafes, in offices. There's still an "us and them" view of the Welsh language, and we have some way

to go before this changes. The language doesn't need lip service or tick boxes; it needs positive support and action.

Good luck!

Has the Welsh population been asked if they want to see the Welsh language promoted and the costs that come with it?

I don't understand the words on these questions which make it hard for me to comment on any of it.

It would be wonderful if more Welsh was spoken and heard in the Caerphilly area. I am a learner and would love to use the language more.

to go before this changes. The language doesn't need lip service or tick boxes; it needs positive support and action.
It's a waste of precious money and time. Tax payers money should be used more wisely to improve lives of the people of the borough by investing in infrastructure,schools, public and private buildings and the the maintenance and upkeep of previous projects carried out by thecouncil! Why don't you spend more money on more teachers for smaller class size!! I am Welsh by blood and ancestry, I do not want the Welsh language to die out. I just don't believe in the over promotion of the Welsh language to detriment of the people in receiving value for money. And also in this time of environmental issues the mass duplication of documents and resources being provided without request is harmful to our natural resources, environment and to all people! Thechoice of documents should be available in either Welsh or English languages upon request! And not frivolous duplicated at waste to environment and tax money!!
Its very comprehensive and an excellent job. However some of the measures need work as theyare not necessarily reflective of what you are trying to achieve. For example some qualitative survey type measures as to whether people feel more confident in using Welsh and enjoyed events rather than number would give a broader picture of success.
Prioritise other council services before this Welsh language nonsense.
Scrap it
Scrap it!
Spend the funds on improving education, health and the general state of the borough instead of on fanciful, pointless targets
Total waste of money, will achieve nothing.

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## CABINET – 9<sup>TH</sup> MARCH 2022

**SUBJECT: DEVELOPMENT OF MULTIPURPOSE VISITOR CENTRE AT PARC PENALLTA**

**REPORT BY: CORPORATE DIRECTOR ECONOMY AND ENVIRONMENT**

### **1. PURPOSE OF REPORT**

- 1.1 To seek approval from Cabinet to continue the delivery programme for a multipurpose visitor centre at Parc Penallta in the 2022-23 financial year by accepting a Substitution Grant of £903,000 from Welsh Government in the 2021-22 financial year.
- 1.2 To advise Cabinet of the current anticipated residual funding shortfall for the scheme and to recommend that this be funded from the Corporate Projects capital budget.

### **2. SUMMARY**

- 2.1 It has been the long-term ambition of the Council to establish a visitor centre within Parc Penallta. Public support for this development has increased as a consequence of Covid-19, with Parc Penallta seeing an increase in use by locals and visitors alike demonstrating the need for a multipurpose visitor centre at this location as well as reconfirming the opportunities it will present in the future.
- 2.2 The project has always been an ambitious one which would act as a flagship for the Local Authority, Welsh Government and the Valleys Regional Park initiative, however as a consequence of the design concepts, the construction techniques of delivery and complex supply chains it was expected to come at a premium. However, the additional cost implications associated with the Pandemic and Brexit were not anticipated.
- 2.3 Welsh Government officers have continued to support this project by offering Caerphilly CBC a substitution grant to the sum of £903,000 in the 2021-22 financial year.
- 2.4 The project was tendered some 7 months ago and the lowest returned tender totalled over £2m. However, the returned tenders have now expired and if it is to progress then the tender exercise will need to be repeated. Officers are working to secure additional funding but based upon the last tender exercise (with a project cost of £2,137,000) there is a shortfall of £1,078,000 as the current secured grants and reserved Countryside capital allocations amount to £1,059,000. A funding shortfall totalling £1,268,000, including a 10% contingency of £190,000, needs to be secured if the scheme is to progress.

### **3. RECOMMENDATIONS**

- 3.1 That Cabinet accept the Substitution Grant offered by Welsh Government for the sum of £903,000 and deliver the multipurpose visitor centre in the 2022-23 financial year, as per anticipated grant condition(s).
- 3.2 That Cabinet approves setting aside £1,268,000 from the Corporate Projects capital budget in order to ensure delivery of the project subject to the detailed terms of the grant variation letter from Welsh Government.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 Welsh Government officers have stated that the funding cannot be extended further, as an extension has previously been granted for the project to be delivered in the 2021-22 financial year. If Welsh Government are not in a position to issue the substitution payment to CCBC by 18<sup>th</sup> March 2022 the grant will be officially cancelled and the money forfeited.
- 4.2 In order to deliver this scheme the £903,000 substitution grant offered by Welsh Government under the Discovery Gateway Capital Grant Fund is essential as it forms a significant percentage of the capital funding required to deliver this scheme.
- 4.3 Cabinet agreement to commit funding to address the current anticipated shortfall is required to ensure that the scheme can progress.

### **5. THE REPORT**

- 5.1 In 2019-20 Caerphilly CBC secured £900,000 of funding under the Valleys Regional Park Discovery Gateway Capital Grant to develop and construct a new visitor centre with an estimated total project cost of £1.2 million at Parc Penallta, Ystrad Mynach. The proposal was to deliver a multipurpose visitor centre to act as a community centre/hub and discovery gateway and launch pad for residents and visitors to the Valleys Regional Park incorporating education facilities, interpretation, conference centre, a café, act as a health hub, a honeybee education centre and provide toilets and showering facilities. The enhancement of this country park will reinforce the importance of our environments, landscapes, communities and contribute towards a strong identity for Caerphilly County Borough, the Valleys Regional Park and Wales as a whole.
- 5.2 Whilst satisfaction ratings from users of the site are very good, the most commonly cited shortcoming is the lack of a dedicated visitor facility on site. This has been recognised for some time and it has been the long-term ambition of the Council to establish a visitor centre within this country park with over 20 years of development having taken place to get to this stage. Public support for this development has increased as a consequence of Covid-19, with Parc Penallta seeing an increase in use by locals and visitors of approximately 15% based on anecdotal evidence, demonstrating the need for a multipurpose visitor centre. Taking the pre-existing partnerships into consideration with the health board, the VRP guardian scheme and voluntary/community groups the visitor numbers are likely to significantly increase further and demonstrate the importance of the facility now and in future years. Approximately £450,000 has previously been invested from other sources in



establishing the land form and infrastructure for a new Visitor Centre on the site of the former Tredomen Tip.

- 5.3 With modern facilities the aim is to provide a hub in this part of the valley to work in partnership with Valleys Regional Park, Aneurin Bevan University Health Board, Natural Resources Wales, Welsh Government and the Council to deliver educational opportunities for schools, lifelong learning, local volunteer and community groups as well as health groups associated with Ystrad Mynach hospital.
- 5.4 Additional funding was secured under the Rural Community Development Fund of £128,000 (with an additional £32,000 of secured Match Funding) to deliver a Honeybee Education centre which will be incorporated into the visitor centre building. Officers are currently negotiating with the Scheme Management Unit to align the spending profile for this grant element with the proposed WG Substitution profile by requesting that the funding allocated for 2021-22 is re-allocated to the 2022-23 financial year. However, if negotiations are unsuccessful and funding is withdrawn (the funding having been previously withdrawn but reinstated at appeal), further cost savings will be identified by removing the honeybee education element from the wider scheme.
- 5.5 The proposal will improve community well-being by providing a healthy environment and delivering space for recreation, transport corridors and training opportunities which will bring communities together and decrease inactivity, improve respiratory conditions and mental health as well as encouraging people to take ownership of their landscapes and their distinctive qualities which in turn will improve the tourism offer.
- 5.6 Caerphilly CBC and the delivery team responsible for completing the project, have been operating under the exceptional circumstances associated with Covid-19 throughout the course of 2020 and 2021 with a significant impact on service delivery and provision. These exceptional circumstances have had an impact on their ability to deliver programmes in a normal way resulting in delays to delivery and spending timetables. Such delays are not unique to CCBC and delays to large schemes have been impacted across Wales and further afield. Despite the unprecedented demands placed on the public sector, the delivery team have continued to develop and progress the wider project.
- 5.7 Prior to the Covid-19 National Lock down (March 2020), the wider programme of works had achieved its key milestones with completed ground investigation works and reports, topographical surveys, building design principles agreed culminating in an agreed design to progress to tender stage.
- 5.8 During the initial consultation with the relevant departments within the Council it was made apparent by the Highways team that whilst not increasing capacity of the site, improvements on the A472 would be a condition attached to any Planning permission for the visitor Centre at this location. The outlined improvements require the installation of a ghost island on the A472 at the entrance to Forest Car Park and the visitor centre location. CCBC Highways officers have indicated that the improvements could cost up to £237,000 (with a £20,000 contingency included). Welsh Government provided an additional £100,000 of funding to contribute towards the required highway improvements.
- 5.9 The proposed visitor centre has been designed to illustrate best practice in terms of sustainability and future proofing and has been designed internally by Property Services. The building will incorporate local building materials utilising larch timber felled in Parc Penallta, seasoned and milled by a local timber mill to a suitable specification for cladding for this project which was delivered by the Wood-Lab-Pren

Rural Development Plan project. This will contribute to the multiplier effect of this investment and demonstrate the economic viability of locally sourced timber in the construction industry. The external cladding for the proposed visitor centre is currently in storage and will be utilised when the project progresses. An indication of external views of the building are included at Appendix A.

- 5.10 The project went out to tender on the 20<sup>th</sup> of August 2021 for a period of 8 weeks as part of the procurement exercise, whereby three contractors expressed an interest in tendering for the advertised design and build contract. The tenders were opened on the 15<sup>th</sup> of October 2021 and following prices were received:

Tenderer 1: £2,426,921.21

Tenderer 2: £3,137,023.48

Tenderer 3: Did not return tender

- 5.11 Both responses received were significantly over the available budget with £2,426,921.21 the lowest price submitted, although there was a substantial difference of circa £710,000 between the two tenders received, which in large part is resultant from increased material costs and supplier demand. Due to the time that has elapsed since the submission of the tenders the tender exercise will need to be repeated and there is a risk that this may further increase costs. However, it is expected that there are significant cost savings to be made on the submitted tender prices. All landscaping works will be undertaken in-house which would present a cost saving. In addition to the internal fixtures and fitting reductions, property services have identified other value engineering options which would lead to further cost savings, such as:

- Review the overall Mechanical and Electrical (M&E) Strategy with the M&E Consultants
- Amend the timber frame sectional sizes to standard dimensions
- Provide alternative finishes / products by alternative manufacturers

There are also some potential structural cost savings, although these are currently not being pursued.

- 5.12 Taking the value engineering options into consideration which were outlined in paragraph 5.11, the revised total project cost including highways improvements is expected to be £2,137,000. This leaves a current anticipated funding shortfall of £1,078,000 rising to £1,268,000 with the inclusion of a 10% contingency of £190,000 (see Section 8 for further details). It is expected that additional funding streams will be made available in the new financial year by grant bodies and CCBC officers will prepare and submit funding applications to secure additional Capital Funding and reduce the financial liability borne by the Council to deliver this project.

- 5.13 Welsh Government officers have continued to support this project by offering Caerphilly CBC a substitution grant whereby works undertaken by this authority for similar works including Green Infrastructure improvements, highway improvements, leisure and well-being developments during this financial year (2021-22) are funded by the grant up to the sum of £903,000. The value of grant awarded is then required to be spent in the delivery of the Visitor Centre at Parc Penallta in the 2022-23 financial year. Welsh Government have indicated the types of capital works undertaken during 2021/22 that they would consider suitable for substitution and officers have identified

projects that meet the required amount. This includes expenditure on highways, 3G pitches, the canal and surrounds, countryside budgets and allotment provision.

#### **5.14 Conclusion**

The project has always been an ambitious one which would act as a flagship for the Local Authority, Welsh Government and the Valleys Regional Park initiative, however as a consequence of the design concepts, the construction techniques of delivery and complex supply chains it was expected to come at a premium. However, the additional cost implications associated to the Pandemic and Brexit were not anticipated.

- 5.15 This report presents details of the current anticipated costs of the project and officers will continue to work diligently to reduce the direct financial contribution required by the Council to deliver this important enhancement to the country park. The returned tenders have now expired and if it is to progress then the tender exercise will need to be repeated which presents additional risk as the total cost of the scheme may increase, although it could be an opportunity as there could also be a reduction in the total cost to deliver this scheme. With planning permission being progressed, and following a 2 month period to re-tender, it is anticipated that the build will take 9 months meaning that the project could be completed by the Spring of 2023.

### **6. ASSUMPTIONS**

- 6.1 The report identifies anticipated costs and funding based on information available at the present time. Should the visitor centre not be developed then Welsh Government would expect the substitution to be repaid and any shortfall in funding identified in this report will not be required. Officers do however consider that the project is both deliverable within the expected timeframes and that further funding can be obtained through external sources to reduce the CCBC contribution.

### **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 An Integrated Impact Assessment has not been carried out as this Report relates to funding arrangements for a project which is already in progress.

### **8. FINANCIAL IMPLICATIONS**

- 8.1 The cost of the scheme is significantly backed by the initial grant award of £900,000 from Welsh Government's Discovery Gateway Capital Grant which was announced by the First Minister for Wales on the 11<sup>th</sup> of September 2019. A further £100,000 was provided under the same scheme to assist with the Highway access improvements required for this development, which brought Welsh Government's total contribution to this scheme to £1million. Caerphilly CBC has drawn down circa £97,000 of Grant Funding from Welsh Government as part of the Valleys Regional Park Discovery Gateway Capital Fund to date, to cover ground investigations, design fees and specialist consultants and contractors, which leaves an outstanding grant balance of £903,000 (the subject of WG substitution Grant).
- 8.2 The revised total project cost including highway improvements is £2,137,000 based on information currently available, albeit that there is a risk that this may increase further as a consequence of the retendering exercise that will need to take place. Available

grant budgets and reserved Countryside capital allocations amounting to £1,059,000 currently leaves a funding shortfall of £1,078,000. There is a contingency of £20k already included within the highway enhancement costs identified in the report. Due to the need to retender a further contingency of 10% of main project costs (circa £190k) is required, which increases the total shortfall requested to £1,268,000. Officers are working to access additional external funding and existing capital allocations will also be further reviewed to identify any amounts that can be allocated to this project. Any further opportunities to reduce project costs will also be considered. As a result, it may be possible to return some of the additional funding requested in this report to Council balances in due course. The requested figure of £1,268,000 is the anticipated funding shortfall based on information available at the present time.

- 8.3 It is expected that additional funding streams will be made available in the new financial year by grant bodies and CCBC officers will pursue any available funds by preparing and submitting applications to secure additional Capital Funding to reduce the financial liability borne by the Council to deliver this project.

## **9. PERSONNEL IMPLICATIONS**

- 9.1 There will be a requirement for Officers from a number of services within the Authority to dedicate resources to the project outlined in order to progress this scheme.

## **10. CONSULTATIONS**

- 10.1 All comments received from consultees have been incorporated into the report.

## **11. STATUTORY POWER**

- 11.1 Local Government (Wales) Measure 2011.

Author: Dewi Thomas, Planning Officer – Green Spaces

Consultees: Councillor Nigel George, Cabinet Member for Waste, Public Protection and Street Scene  
Councillor D.T Davies, Chair of Environment & Sustainability Scrutiny Committee  
Councillor A. Hussey, Vice Chair of Environment & Sustainability Scrutiny Committee  
Mark S. Williams, Corporate Director for Economy and Environment  
Stephen Harris, Head of Financial Services & S151 Officer  
Robert Hartshorn, Head of Public Protection, Community & Leisure Services  
Mike Headington – Green Spaces and Transport Services Manager  
Philip Griffiths – Green Space Strategy and Cemeteries Manager  
Robert Tranter, Head of Legal Services and Monitoring Officer  
Lynne Donovan, Head of People Services  
David Roberts, Interim Finance Manager  
Anwen Cullinane - Senior Policy Officer (Equalities, Welsh Language, and Consultation)

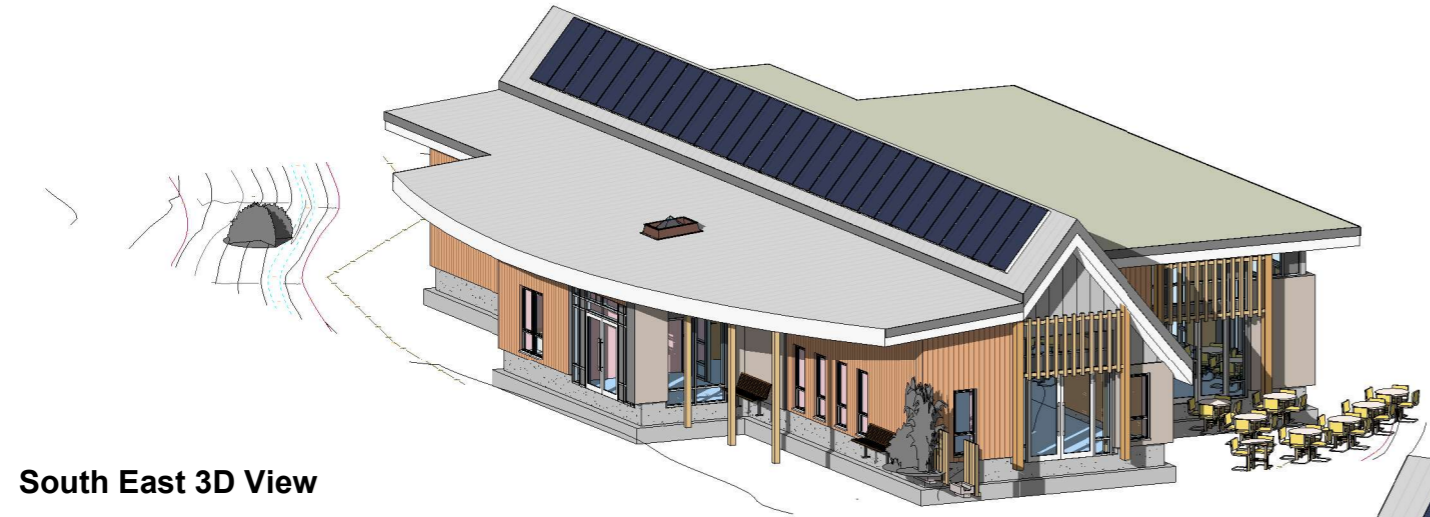
Background Papers: None

Appendices: Appendix A: External Views of Proposed Visitor Centre

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**NOTES :-**  
 DO NOT SCALE FROM THIS DRAWING  
 ANY DISCREPANCIES TO BE REPORTED TO THE CONTRACT ADMINISTRATOR  
 CONTRACTOR TO CHECK DIMENSIONS ON SITE  
 DRAWINGS ISSUED WITHOUT STATUS ARE DRAFT ONLY

Appendix A



South East 3D View



North East 3D View



South West 3D View

Page 301

rev	date	amendment			drawn	chckd
drawing status						
Preliminary <input type="checkbox"/>		Tender <input type="checkbox"/>		Construction <input type="checkbox"/>		
Building Consultancy Ty Penallta Tredegar Business Park Ystrad Mynach Hengoed CF82 7PG Tel: (01495) 226622 Interim Head of Property : M. Williams B.Eng. C.Eng. M.I.C.E.						
project title						
Parc Penallta Visitor Centre						
drawing title						
3 D VIEWS EXTERNAL						
date		scale		drawn		checked
01/22/20				Author		Checker
project no.			drawing no.			
4876			PL-108			
					rev.	

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## CABINET – 9<sup>TH</sup> MARCH 2022

**SUBJECT: REGENERATION BOARD – PROJECT PROPOSALS**

**REPORT BY: CORPORATE DIRECTOR FOR ECONOMY AND ENVIRONMENT**

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### 1. PURPOSE OF REPORT

- 1.1 To recommend the allocation of £24,950 Licence to Innovate funding for Caerphilly Music Service to offer two new innovative projects to schools in the Borough.
- 1.2 To further recommend the allocation of £16,000 from the same Licence to Innovate funding for Caerphilly Statutory team, who are working with the Digital Services to offer IT cubes in 2 schools as a pilot, one in a Secondary school and one in a primary school in the Borough.
- 1.3 To approve the allocation of £136,200 from the Regeneration Board Development Budget towards the overall cost of £906,000 to build a 5<sup>th</sup> unit at Ty Du Employment Park, Nelson.

### 2. SUMMARY

- 2.1 At the meeting on 30<sup>th</sup> May 2018, Cabinet agreed that a Regeneration Project Board would be set up with a cross-party political representation of Councillors plus key officers. This group is supported by a Regeneration Assessment Panel consisting of officers from a range of service areas. An initial sum of £300,000 was allocated to the Project Board.
- 2.2 The Regeneration Assessment Panel have met on numerous occasions to consider the prioritised list of capital projects, which have been identified by the Board to move to the Assessment Stage. Following subsequent Cabinet Approvals, since February 2019 numerous projects have been endorsed with financial assistance provided (where necessary) from the Regeneration Project Board Development Funds.
- 2.3 During January 2019 Cabinet resolved to release £1.2m of reserves for the Regeneration Board prioritised projects. This was supplemented in April 2021 when the Cabinet resolved to allocate an additional £1.0m to the Development Fund budget and again on the 7 July 2021 when Cabinet resolved that a further £1.0m should be allocated to the Board for prioritised capital regeneration projects. This decision was

approved by Full Council on 13 July 2021. This brings the total allocated Development Fund budget to £3.5M.

- 2.4 In December 2020 Cabinet resolved to allocate £50,000 seed money to the Regeneration Board for 2020/21 to progress concepts and ideas under the 'Licence to Innovate' Scheme. Due to the success of the initiative, Cabinet on 7 July approved a proposal for a further £200k to be set aside for the scheme. The total funding allocated to the Regeneration Project Board, including 'Licence to Innovate', is therefore £3.75M.
- 2.5 In October 2021 the Council gave delegated powers to the Regeneration Project Board to determine the priorities for the Charging Authority's Community Infrastructure Levy spend in line with the Council's Strategic Priorities and the CIL Regulation 123 List. Priorities for spend will be considered and determined by Cabinet.
- 2.6 This report seeks Cabinet approval for the allocation of £40,950 Licence to Innovate funding for specific education projects.
- 2.7 If approved, this will result in a balance of £168,361 in the Licence to Innovate Fund.
- 2.8 The report further outlines a request to the Regeneration Board for £136,000 of Regeneration Board development funding towards the delivery of a new employment unit at Ty Du, Nelson.
- 2.9 Another project has been before Regeneration Board for funding but due to its complexity will be presented separately to Cabinet. Also due to its commercially sensitive contents, it has been deemed exempt. If these requests are approved, then the balance of the fund will be £575,000.

### **3. RECOMMENDATIONS**

- 3.1 That Cabinet:
  - i) Approve £24,950 Licence to Innovate funding be allocated to Caerphilly Music Service for 2 innovative projects.
  - ii) Approve £16,000 Licence to Innovate funding to be allocated to Caerphilly Statutory Team for the introduction of two IT Cubes.
  - iii) Approve the allocation of £136,000 from the Regeneration Project Board Budget for the delivery of an additional employment unit at Ty Du, Nelson
  - iv) Note that a further request is being made to the Regeneration Board development fund which will be set out in an exempt cabinet report

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 To allow the purchase of equipment for 2 innovative projects in Caerphilly's music service, with 50% of the income accrued to be reinvested through the licence to innovate fund, as approved by the Regeneration Project Board/ Licence to Innovate panel.
- 4.2 To purchase equipment for IT cubes to be rolled out in schools as approved by Regeneration Project Board/ Licence to Innovate Panel.
- 4.3 WEFO and WG have presented the Council with the opportunity to secure 85% of project funding to build a 5<sup>th</sup> Unit at Ty Du, Nelson. However this will require a match

from CCBC of the remaining 15% which equates to £136,000

## 5. THE REPORT

- 5.1 On the 30<sup>th</sup> May 2018, Cabinet agreed that Council Officers convene a Regeneration Project Board. The Terms of Reference of the Board were approved by Cabinet at the same meeting.
- 5.2 At the subsequent June 2018 Board meeting a Project Prioritisation Toolkit was approved for the Board to prioritise projects and this was subsequently agreed by Council on 17<sup>th</sup> July 2018. A Regeneration Assessment Panel has been set up to assess each of the projects using this toolkit. The Assessment Panel is an internal Officer panel from a wide range of Service Areas set up specifically to assess prioritised strategic physical regeneration schemes.
- 5.3 The Regeneration Assessment Panel has met several times to consider a list of previously prioritised capital projects. These, for the most part, have been evaluated and considered by the Regeneration Project Board before being presented to Cabinet for endorsement and funding (where required) from the available Development Funds.
- 5.4 Initial funding of £300k was allocated to the Regeneration Board Development Fund in 2018. In January 2019 Cabinet resolved to release £1.2m of reserves for Regeneration Board Projects and then in April 2021 the cabinet resolved to allocate a further £1.0M. This was supplemented by an additional £1.0M in July 2021, bringing the Total Development Fund budget to £3.5M. This has allowed additional projects to be considered for development support, prioritisation and funding **[Please refer to Appendix 1]**.
- 5.5 In December 2020 Cabinet approved the Council's Commercial and Investment Strategy and resolved that a further £50,000 from the Education and Corporate Services reserves be approved to progress 'Licence to Innovate' ideas via the Regeneration Project Board. In July 2021 Cabinet approved proposals to set aside a further £200,000 to the 'Licence to Innovate' scheme. All 'Licence to Innovate' project ideas are subject to a Panel Assessment to determine their eligibility prior to their presentation to the Regeneration Board. To date £40,689 has been allocated to Licence to Innovate Projects so this leaves a balance of £209,311 **[Please also refer to Appendix 1]**.
- 5.6 In October 2021 the Council gave delegated powers to the Regeneration Project Board to determine the priorities for the Charging Authority's Community Infrastructure Levy spend in line with the Council's Strategic Priorities and the CIL Regulation 123 List. Priorities for spend will be considered and determined by Cabinet.

### **Regeneration Project Board 30<sup>th</sup> November 2021**

- 5.7 The Regeneration Board meeting held on 30 November 2021 considered the following project proposal. A summary of the project and the Regeneration Project Board's recommendations are set out below.

### **Licence to Innovate Initiative – Caerphilly Music Service**

Total project cost estimate: £24,950

- 5.8 In November 2021 the Licence to Innovate Panel considered a proposal to fund innovative projects for Caerphilly Music Service and purchase of the following:
- Turntablism – opportunity for pupils to experience this art;
  - GarageBand – free app on iPad teaching students technical skills.
- 5.9 These projects will provide CPD opportunities for teachers, will cover the digital elements of the Music/Expressive Arts Curriculum and allow schools to access equipment and resources which they would usually not be able to afford. With schools looking to get back to some normality, and in preparation of the Curriculum for Wales, Caerphilly Music Service would like to offer this innovative project to schools by purchasing the above equipment.
- 5.10 Schools would have access to the equipment for a term at a time. If two sets of equipment are allocated for each project, 12 schools per year could access the equipment, training, and resources. This equates to 60 schools over 5 years.
- 5.11 Caerphilly Local Authority has a focus of 'Re-ignite, Recover and Reform', which fits in perfectly with what we will be offering schools. The projects will re-ignite pupils' interests, engagement levels and motivation, with an all-round focus on the wellbeing of pupils and staff. It will support schools in recovering from the past 18 months and in reforming in preparation for the Curriculum for Wales. In the case of the Music Service proposals, the Turntablism and Garage Band projects are expected to bring a commercial return of £5,400 per school year, while providing 12 teachers with continuing professional development opportunities and around 360 pupils with new skills. Increased pupil attendance is a potential further benefit which will also be monitored.

#### **RPB Decision: Project Approved**

**The RPB supported this project, recognising the exciting opportunities it will afford pupils, including future employment opportunities. It was recommended that £24,950 be awarded for this project with the Music service paying back 50% of income incurred to re-invest into the Licence to Innovate fund.**

#### **Regeneration Project Board 11<sup>th</sup> January 2022**

- 5.12 The Regeneration Board meeting held on 11 January 2022 considered the following project proposal. A summary of the project and the Regeneration Project Board's recommendations are set out below.

#### **Licence to Innovate Initiative – Caerphilly Statutory Team**

Total project cost estimate: £16,000

- 5.13 In September 2021 the Licence to Innovate Panel considered a proposal to fund a project led by the Statutory team and supported by Digital Services.
- 5.14 A pilot project was previously carried out which has evidenced the merit of the project. It is intended to establish IT Cubes, one in a secondary school and one in a primary

school. The IT Cube will be a designated room in school which will be used for multi-agency working made more effective and efficient through greater connectivity and emerging technologies. The IT Cube will be accessible to all learners and their parents/carers. The costs will cover technical equipment, including hardware (computer, screens, cameras, whiteboards and other peripherals) and the associated software. The IT Cubes would be accessible to all learners and their parents/carers.

- 5.15 Work around the planning and implementation of the new Additional Learning Needs (ALN) Act has highlighted the need for a more accessible / central communication system for all learners and their families. The introduction of IT Cubes in schools, will allow learners and their families to access a centre of technology at the heart of their community, at their nearest school (not necessarily the school they are on roll).
- 5.16 Welsh Government is promoting the need to support digital services across Wales and support the Council's vision for a more accessible/central communication system in schools for all learners and their families.
- 5.17 The IT Cube will enhance working practices of all corporate services rather than create a new service. Over time the IT Cubes could be used to support the wider community to access front end corporate services by placing our "reception desk at Ty Penallta" remotely in the heart of our communities in our local schools, where families would have remote access to all corporate services not just education.
- 5.18 It is intended to place IT Cubes in schools who host specialist resources bases, meeting the needs of our most severe and complex learners, and aiming to develop a network of 12 x IT Cubes initially. This pilot of two IT Cubes, supported by the Licence to Innovate, will allow for an assessment of the benefits of the project and provide evidence in support of future funding from elsewhere to scale up into a larger number of locations. The IT Cubes project has no commercial element, but a range of potential benefits for learners, their families, the schools in which the pilot IT Cubes will be based, and the professional partners involved in using the IT Cubes have been identified, including improved attendance at case conferences, reduced travel time for both professionals and the people they support, and learning outcomes for the supported learners. A set of defined outcomes and measures will be developed as part of the pilot project, in order to build an evidence base to support the case for continued funding for future IT Cubes, with the aim of attracting investment from external sources.

#### **RPB Decision: Project approved**

**The RPB recommend that the project be approved. Merit was seen in the innovation of the IT cubes and the cautious approach to pilot these in a small number of locations initially.**

#### **Remote Regeneration Board Appraisals**

- 5.19 A project was reviewed for Regeneration Development funding during early February remotely by the Regeneration Project Board due to the urgency for a decision on funding. This item is Exempt due to the commercially sensitive information and will be presented separately to Cabinet.

- 5.20 Another project has recently been appraised and approved remotely by Regeneration Board Members, again due its urgent nature. The project centres on delivery of an additional employment unit at Ty Du, Nelson. Four Units have been built on this site and all of the units will be occupied shortly. The fifth Unit has planning permission but has not progressed due to budgetary constraints. The build costs for this additional unit have an estimate of £908,000 and would be delivered over an 11month programme from design through to delivery.
- 5.21 WEFO have recently indicated that they would be receptive to an application for 70% of the overall costs and have indicated that they will consider allowing this project to stretch beyond their current deadline date of December 2022 into early Spring. WG are prepared to share equally the remaining 30% match which stands at £272,000. This will mean a contribution of £136,000 from Caerphilly CBC and it is proposed that this is funded from the Regeneration Board Development Budget. It is imperative that a decision on match funding is taken as soon as possible to allow the scheme to be delivered within the timeframe outlined above.
- 5.22 The additional unit will create 12 plus jobs, 3 plus SMEs could be supported and would create up to 300m<sup>2</sup> of new employment floorspace.
- 5.23 Rental on this additional unit would be strong. It is estimated that when fully let it would return circa £24k per annum. Under the terms of the Joint Venture, this would be split 50/50 with WG
- 5.24 Projects are monitored and impacts will be measured. Larger projects supported by the Board have their own Project teams with governance and reporting mechanisms in place. The Regeneration Board also gets periodic updates from officers in relation to projects funded. It is worth noting that a number of Regeneration Board allocations have been made to get schemes to a “shelf ready” state or as match funding contributions to secure WG funding for investment in physical infrastructure to take place at a future date. Being able to measure impact on these schemes is still therefore a little way off.
- 5.25 The Transformation Team work with the teams proposing ideas for the Licence to Innovate, to support the development of their ideas, including the identification of suitable measures to assess the benefits of each project. In the case of projects with a commercial element, the realisation of profits generated from the project is a natural measure. Other projects are better measured in terms of efficiency savings within the service area, benefits to other services or customers, or alternative measures tailored to the specific project. Projects supported by the Licence to Innovate are expected to report regularly to the Licence to Innovate Panel and the learning from the projects that have been supported to date is being used to inform current work on outcomes and measures across the wider Transformation programme, linking quantifiable benefits to the Medium Term Financial Plan.

## **Conclusion**

- 5.26 If Cabinet are minded to approve the recommendations contained in the Report, the residual funding available to the Regeneration Project Board is:
- Licence to Innovate Fund - £168,361;
  - Regeneration Development Fund - £575,000
  - CIL - £2.9m - (as at 05.01.22).

## **6. ASSUMPTIONS**

- 6.1 This report assumes that the identified projects, will be developed further and where applicable implemented, with assistance from appropriate sourced and secured external funding.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 The recommendations contained in the report have a neutral overall impact, however schemes supported through the board will all have varying impacts and will all be subject of full IIA.

## **8. FINANCIAL IMPLICATIONS**

- 8.1 An overall project Development Fund of £3.5m has been previously approved to allow a project team of officers to develop projects ready for implementation when funding becomes available.
- 8.2 A Licence to Innovate budget of £250,000 has previously been approved, of which £40,689 has previously been allocated by the Regeneration Board. If these two projects are approved, it will leave a residual balance of £168,361.
- 8.3 A separate report which includes exempt information identifying funding requested from the Regeneration Board Development Fund will be presented to Cabinet. If approved the residual budget would be £575,000

## **9. PERSONNEL IMPLICATIONS**

- 9.1 There will be a requirement for Officers from different departments within the Authority to dedicate human resources to the project activities outlined in order to progress them, the level of which depends on the status of each project.

## **10. CONSULTATIONS**

- 10.1 All comments received from consultees have been incorporated into the report.

## **11. STATUTORY POWER**

- 11.1 The Planning and Compulsory Purchase Act 2004.
- 11.2 The Local Government Acts 1998 and 2003.
- 11.3 Town and Country Planning Act 1990

Author: Allan Dallimore, Regeneration Services Manager

Consultees: Cllr Eluned Stenner, Cabinet Member for Performance, Economy & Enterprise

(and Chair of the Regeneration Project Board)  
Christina Harrhy, Chief Executive  
Mark S. Williams, Corporate Director for Economy & Environment  
Dave Street, Corporate Director for Social Services and Housing  
Richard Edmunds, Corporate Director for Education and Corporate Services  
Stephen Harris, Head of Financial Services & Section 151 Officer  
Marcus Lloyd, Head of Infrastructure  
Robert Tranter, Head of Legal Services/Monitoring Officer  
Sue Richards, Head of Education Strategy & Finance (Interim Head of Transformation)  
James Penfold, Transformation Manager, Corporate Policy Unit  
Lynne Donovan, Head of People Services  
Anwen Cullinane, Senior Policy Officer  
Rhian Kyte, Head of Regeneration and Planning  
Hamish Munro, Caerphilly Place Making Programme Manager  
Paul Hudson, Business, Enterprise & Renewal Team Manager

#### **Annex 1. List of Approved Projects and Funding Allocations**



## ANNEX 1. LIST OF APPROVED PROJECTS AND FUNDING ALLOCATIONS

CAPITAL PROJECT	RPB APPROVED ALLOCATION £
<b><u>TRANCHE 1</u></b>	
LLANBRADACH PARK & RIDE	£150,000
CAERPHILLY TRANSPORT INTERCHANGE	£0
OAKDALE BUSINESS PARK	£100,000
PARK LANE, CAERPHILLY	£40,000
<b>Sub Total Tranche 1</b>	<b>£290,000</b>
<b><u>TRANCHE 2</u></b>	
YSTRAD MYNACH PARK & RIDE	£0
CWMCARN FOREST	£75,000
PENTREBANE STREET, CAERPHILLY	£37,500
<b>Sub Total Tranche 2</b>	<b>£112,500</b>
<b><u>TRANCHE 3</u></b>	
MASTERPLAN FOR PUBLIC SECTOR LAND IN YSTRAD MYNACH	£0
TY DU NELSON (ADDITIONAL UNIT)	£40,000
PENALLTA COLLIERY - FORMER POWERHALL BUILDING	£0
CAERPHILLY CASTLE - NEW COACH FACILITIES	£50,000
<b>Sub Total Tranche 3</b>	<b>£90,000</b>
<b><u>TRANCHE 4</u></b>	
LLANBRADACH PARK & RIDE (REVISIT)	£200,000
YSTRAD MYNACH PARK & RIDE (REVISIT)	£170,000
<b>Sub Total Tranche 4</b>	<b>£370,000</b>
<b><u>TRANCHE 5</u></b>	

## ANNEX 1. LIST OF APPROVED PROJECTS AND FUNDING ALLOCATIONS

<b>CAPITAL PROJECT</b>	<b>RPB APPROVED ALLOCATION £</b>
TRI THEMATIC URBAN CENTRE FUNDS	£20,000
CWM IFOR SOLAR FARM REQUEST	£0
<b>Sub Total Tranche 5</b>	<b>£20,000</b>
<b><u>TRANCHE 6</u></b>	
WG TRI TOWN CENTRE COVID 19 RESPONSE	£142,700
WG TRI CAERPHILLY PLACE MAKING PLAN	£126,000
OAKDALE BUSINESS PARK PLATEAU 1	£85,000
CAERPHILLY WORKMENS HALL & INSTITUTE	£110,000
CWM IFOR SOLAR FARM	£46,000
<b>Sub Total Tranche 6</b>	<b>£509,700</b>
<b><u>TRANCHE 7</u></b>	
A468 / B4600 BEDWAS BRIDGE ROUNDABOUT IMPROVEMENT	£107,000
PEN MARCH WIND FARM - MEMORANDUM OF UNDERSTANDING	£0
<b>LICENCE TO INNOVATE - COFFI VISTA</b>	£20,689
<b>Sub Total Tranche 7</b>	<b>£127,689</b>
<b><u>TRANCHE 8</u></b>	
<b>LICENCE TO INNOVATE - LLANCAIACH FAWR</b>	£10,000
<b>LICENCE TO INNOVATE – COMMERCIAL TRAINING</b>	£10,000
CWM IFOR SOLAR FARM	£434,000
<b>Sub Total Tranche 8</b>	<b>£454,000</b>
<b><u>TRANCHE 9</u></b>	

## ANNEX 1. LIST OF APPROVED PROJECTS AND FUNDING ALLOCATIONS

<b>CAPITAL PROJECT</b>	<b>RPB APPROVED ALLOCATION £</b>
BARGOED ENFORCEMENT ACTION PLAN	£100,000
BIRDS SITE RISCA - DEVELOPMENT PLAN	£30,000
<b>Sub Total Tranche 9</b>	<b>£130,000</b>
<b><u>TRANCHE 10 SUBJECT TO CABINET APPROVAL</u></b>	
CAERPHILLY PLACE MAKING 2035 DELIVERY	<b>£150,000</b>
<b>Sub Total Tranche 10</b>	<b>£150,000</b>
<b><u>TRANCHE 11 SUBJECT TO CABINET APPROVAL</u></b>	
LICENCE TO INNOVATE – CAERPHILLY MUSIC SERVICE	<b>£24,950</b>
LICENCE TO INNOVATE – CAERPHILLY STATUTORY TEAM	<b>£16,000</b>
EXEMPT ITEM: commercially sensitive	<b>£575,000</b>
CONTRIBUTION OF 15% TO BUILD 5 <sup>TH</sup> UNIT - TY DU	<b>£136,200</b>
<b>Sub Total Tranche 11</b>	<b>£752,150</b>

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## **CABINET – 9<sup>TH</sup> MARCH 2022**

### **PUBLIC INTEREST TEST – EXEMPTION FROM DISCLOSURE OF DOCUMENTS PARAGRAPH 14 SCHEDULE 12A LOCAL GOVERNMENT ACT 1972**

**SUBJECT: REGENERATION PROJECT BOARD – LAND ACQUISITION FUND**

**REPORT BY: HEAD OF LEGAL SERVICES & MONITORING OFFICER**

I have considered grounds for exemption of information contained in the report referred to above and make the following recommendations to the Proper Officer: -

#### **EXEMPTIONS APPLYING TO THE REPORT:**

Paragraph 14 – Information relating to the financial or business affairs of any particular person (including the authority holding the information).

#### **FACTORS IN FAVOUR OF DISCLOSURE:**

Public interest in regeneration proposals for the Caerphilly basin.

#### **PREJUDICE WHICH WOULD RESULT IF THE INFORMATION WERE DISCLOSED:**

The report contains financial details of how the regeneration proposals will be funded.

#### **MY VIEW ON THE PUBLIC INTEREST TEST IS AS FOLLOWS:**

That paragraph 14 should apply. I am mindful of the need to ensure the transparency and accountability of public authorities for decisions taken. However, disclosure of the financial information contained in the report could prejudice the Council's longer term proposals should this information be made public at this stage.

On that basis I feel that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Members are asked to consider these factors when determining the public interest test, which they must decide when considering excluding the public from this part of the meeting.

#### **RECOMMENDED DECISION ON EXEMPTION FROM DISCLOSURE:**

On the basis set out above I feel that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, and that the report should be exempt.

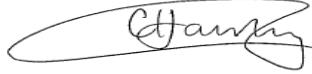
Signed: 

Dated: 28<sup>th</sup> February 2022

Post: HEAD OF LEGAL SERVICES & MONITORING OFFICER

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I accept the recommendation made above.



Signed: \_\_\_\_\_  
Proper Officer

Date: 1st March 2022

# Agenda Item 12

By virtue of paragraph(s) 14 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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of the Local Government Act 1972.

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