

Welsh Language Standards Annual Report 2015 - 2016

30th June 2016

A greener place
Man gwyrddach



Contents

Section	Page
Introduction	1
1. Complaints from the Public	3
2. Staff Language Skills	5
3. Welsh Medium Training Provision	11
4. Recruiting to Empty Posts	13

Introduction

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

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

The Council's 5th Welsh Language Scheme came to an end on 31st March 2016 and has been replaced by a commitment in the Council's updated Strategic Equality Plan 2016-2020.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

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

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

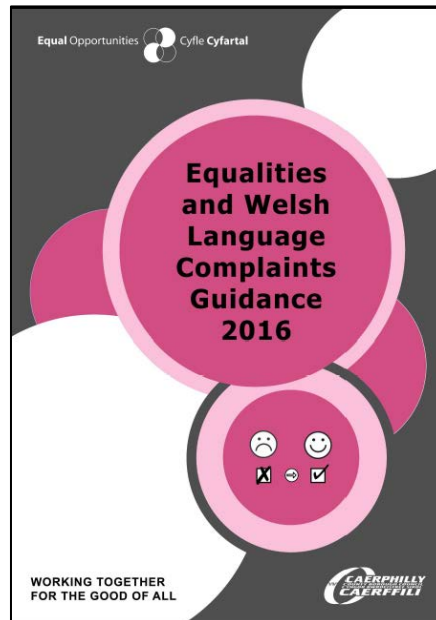
This annual report was published online on the 30th June 2016.

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

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

1. Complaints from the Public

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



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

Equalities and Welsh language complaints data (when relevant) form part of the quarterly reporting to the Audit Committee as part of the Corporate Complaints process, and the Senior Policy Officer (Equalities and Welsh Language) and the Equalities Training and Promotion Officer are part of the Learning From Complaints Group that meets quarterly to discuss specific and cross-cutting complaints.

General Definitions

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

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

Complaints by Directorate

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

Complaint Themes

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

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

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

Complaint Timescales

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

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

2. Staff Language Skills

The ability to record Welsh language issues in terms of staff data and analysis is an integral part of the payroll system within Caerphilly County Borough Council. Financial year-end figures to 31st March 2016 are shown below and overleaf.

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

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

i) OVERALL STAFF FIGURES

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

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

NOTES

- As with previous reports, the figures in **B i)** above are the total number of people per directorate who have completed the Linguistic Skills form noting Welsh Language skills.
- The figures shown in **B ii)** to **B v)** that follow refer to levels of fluency of Welsh speakers per service area and cannot be compared directly with the totals shown in **B i)** because a column that refers to staff who can read, speak, understand and write is one person not four different people.
- Since the introduction of the Welsh Language Standards and the ongoing low numbers recorded on the system, CCBC Human Resources over the summer of 2016 will be undertaking a corporate drive to increase the figures held on iTrent in order to tackle this issue.

ii) CORPORATE SERVICES

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

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

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

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

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

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

iii) DIRECTORATE OF SOCIAL SERVICES

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

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

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

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

iv) COMMUNITIES

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

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

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

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

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

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

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

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

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

3. Welsh Medium Training Provision

By the current academic year 2015-2016, **1497** of the Council's staff and staff of partner organisations have now been on conversational Welsh classes ranging from taster courses for absolute beginners, up to and including 'A' level courses.

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

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

Caerphilly Staff Figures – 2001-2016

Academic Year	Year courses	Taster Courses	Total Learners	(Numbers withdrawn)
2001 – 2002	46	0	46	(0)
2002 – 2003	66	0	66	(11)
2003 – 2004	84	37	121	(17)
2004 – 2005	70	43	113	(15)
2005 – 2006	61	77	138	(10)
2006 – 2007	66	27	93	(12)
2007 – 2008	68	38	106	(7)
2008 – 2009	43	58	101	(9)
2009 – 2010	48	50	98	(13)
2010 – 2011	50	33	83	(1)
2011 – 2012	52	21	73	(2)
2012 – 2013	52	22	74	(3)
2013 – 2014	61	142	203	(16)
2014 – 2015	56	58	114	(13)
2015 – 2016	40	28	68	(14)
TOTALS	863	634	1497	(143)

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

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

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

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

4. Recruiting to Empty Posts

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

- (i) Welsh language skills were essential

15

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

0

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

- (iii) Welsh language skills were desirable,

1

- (iv) Welsh language skills were not necessary

177 including school vacancies

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

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