



CABINET – 21ST JUNE 2017

SUBJECT: WELSH LANGUAGE STANDARDS ANNUAL REPORT 2016-2017

REPORT BY: CORPORATE DIRECTOR, SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform members and seek their endorsement of the progress made during the financial year 2016-2017 against four specific areas of Welsh language work, as required under the regulatory framework for implementing the Welsh Language Standards.
- 1.2 The report will then be published online by the deadline date of 30th June 2017, as required by Welsh Language Standard 158.

2. SUMMARY

- 2.1 The Council has a statutory duty to produce an annual monitoring report on implementing Welsh Language issues under current legislation.
- 2.2 The information required for 2016-2017 covers four required key areas.

3. LINKS TO STRATEGY

- 3.1 Welsh language is a crosscutting theme of the Well-being Goals within the Well-being of Future Generations Act (Wales) 2015 and impacts on every Council policy, function and procedure, covering those aimed at the public and internal policies covering the Council's staff members. The report contributes to the following Well-being Goals:
 - A more equal Wales
 - A Wales of cohesive communities
 - A Wales of vibrant culture and thriving Welsh language
- 3.2 The Strategic Equality Plan 2016-2020, which includes Welsh language and compliance with the Welsh Language Standards as a strategic equality objective in its own right, has direct links with a number of other current policies and strategies, both within the Council and in terms of partnership working.
- 3.3 There are also Welsh Government strategies or regulations that the Council's Welsh Language work links to, including "**Mwy Na Geiriau / More Than Words**" (the National Health and Social Care Welsh Language Strategy) and "**A living language: a language for living**" (Welsh Government's Welsh language strategy 2012 to 2017).

4. THE REPORT

- 4.1 A Welsh Language Standards Annual Report must be published by the 30th June each year.

- 4.2 The annual report for the 2016-2017 financial year is expected, in accordance with the regulatory framework, to only publish information on four main areas of work.
- 4.3 The annual report therefore presents data on the required indicators in compliance with the Standards shown below:

Detail of Reporting Requirement	Related Standard Number (and sub-clause)
<p>Complaints from the Public</p> <p>The annual report must include the number of complaints that you received during that year which related to your compliance with the standards with which you were under a duty to comply.</p>	147, 148, 149, 156, 158 (2), 162, 164 (2), 168 (a), 170 (2) (d)
<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>	170 (2) (a) 151
<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>	170 (2) (b) 170 (2) (c) 152
<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>	170 (2) (ch) 154

- 4.4 In summary the annual report highlights the following performance information;
- The number of complaints received reduced. However, we received 5 formal Welsh Language Commissioner Investigations.
 - 304 vacancies were categorised as Welsh desirable, with 4 being identified as Welsh essential.
 - Training figures remain consistent with previous years, with 59 learners.

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 This report contributes to the Well-being Goals as set out in the Links to Strategy above in particular the responsibility placed on public bodies to contribute to a more equal Wales, a Wales of cohesive communities and a Wales of vibrant culture and thriving Welsh language. It is consistent with the five ways of working as set out in the sustainable development principle in the Act.

6. EQUALITIES IMPLICATIONS

- 6.1 Full Equalities and Welsh Language assessments and consultation were undertaken on the Strategic Equality Plan as it was being developed; therefore no full assessment has been made on this annual report. The report is an assessment of progress made by the Council.

7. FINANCIAL IMPLICATIONS

- 7.1 There are no direct financial implications to this report as the annual report covers work already undertaken in the previous financial year. However it should be noted that moving the agenda forward will incur financial implications, particularly in relation to Welsh language training for staff.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no personnel implications to this report, although this continues to be reviewed as the work of implementing the Welsh Language Standards progresses. This is relevant to section 4 of the annual report, which focuses on Recruiting to Empty Posts.

9. CONSULTATION

- 9.1 The report is based on data gathered across the service areas on implementing the Welsh Language Standards during 2016-2017. A number of the officers shown at the end of this report as consultees contributed specific reporting information for the annual report.

10. RECOMMENDATIONS

- 10.1 It is recommended that Cabinet members note the content of the annual report and endorse the publication of this information as a record of progress towards, and compliance with, the relevant Welsh Language Standards.

11. REASONS FOR RECOMMENDATIONS

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

12. STATUTORY POWER

- 12.1 Welsh Language Standards (No.1) Regulations 2015, Welsh Language (Wales) Measure 2011.

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Consultees Dave Street (Corporate Director – Social Services)
Rob Hartshorn (Head of Public Protection)
Cllr Barbara Jones (Deputy Leader and Cabinet Member for Finance, Performance and Governance)
Kathryn Peters (Corporate Policy Manager)
Gail Williams (Interim Head of Legal Services / Monitoring Officer)
Tim Jilg (Equalities Training and Promotion Officer)
Sue Christopher (Human Resources)
Ian Joynes (Human Resources)
Ros Roberts (Performance Manager)

Background Papers:

Strategic Equality Plan 2016-2020

Equalities and Welsh Language Objectives and Action Plan 2016-2020

Various Guidance Documents

(These are available electronically for information on the Intranet Portal and on relevant pages at www.caerphilly.gov.uk/equalities)

Appendices:

Appendix 1 - Welsh Language Standards Annual Report 2016-2017

Welsh Language Standards Annual Report 2016 - 2017

Prepared in accordance with the requirements of the



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

30th June 2017

A greener place
Man gwyrddach



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Introduction

This annual monitoring report for 2016-2017 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>
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<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 final Compliance Notice date of 23rd January 2017.

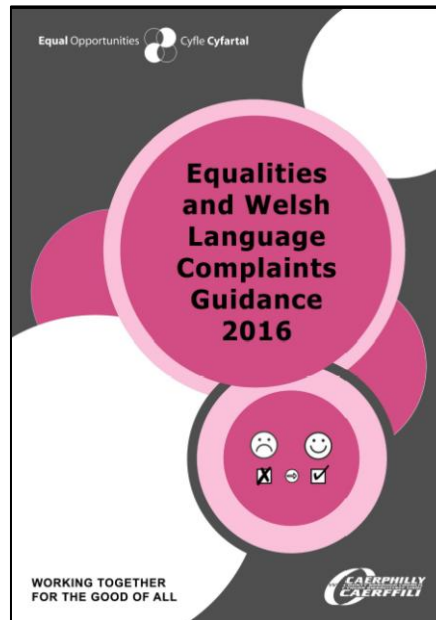
This annual report will be published online by the 30th June 2017.

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 2016-2017, there have been **17** instances recorded with **12** of these being classed corporately as service requests. However **5** of those were categorised as Welsh Language complaints. The information overleaf is in summary to maintain the anonymity of those making the complaint.

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) is a 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	WELSH LANGUAGE
Chief Executive	0
Corporate Services	1
Communities	4*
Social Services	1*
TOTALS	5

* One of the complaints covered two Directorates

Complaint Themes and Timescales

All **5** Welsh language complaints relate to breaches of the Welsh Language Standards from failing to provide information or signage bilingually to treating the Welsh language less favourably than the English. The **5** complaints received, **4** were dealt with within 10 days and **1** took 17 days to respond to.

The corporate target for responding in full to a complaint is 20 working days, therefore the overall performance shown here is very good. Every Welsh Language complaint was dealt with in the corporate target timescale.

Welsh Language Commissioner Investigations

During the first full year since the implementation of the Welsh Language Standards, we received **5** Welsh Language Commissioner Investigations, details of which are listed below;

CSG46

DETAILS OF INVESTIGATION	OUTCOME
<p>The Welsh Language Commissioner received a complaint from a member of the public alleging;</p> <ul style="list-style-type: none"> the incorrect spelling of the word rhenti was used instead of rhentu on social media. Both spellings are correct but have different meanings translation of a hashtag used on our Facebook page was incorrect the Welsh translation of a sign erected in one of our leisure centres was incorrect 	<ul style="list-style-type: none"> Standard 58 – failed as the Council has treated the Welsh language less favourably than the English. No further action due to human typographical error. Standard 63 – did not fail the Standards – translation was correct in both instances

CSG64

DETAILS OF INVESTIGATION	OUTCOME
<p>The Welsh Language Commissioner received a complaint from a member of the public alleging;</p> <ul style="list-style-type: none">• we had failed the Standards by erecting English only street name signs	<ul style="list-style-type: none">• Determined that the investigation could not continue because we are not duty bound to comply when there is another piece of legislation (Public Health Act 1925) in place which states we do not have to erect street name signs in Welsh and English

CSG83

DETAILS OF INVESTIGATION	OUTCOME
<p>The Welsh Language Commissioner received information regarding possible failure to comply with the Standards;</p> <ul style="list-style-type: none">• in relation to the provision of swimming lessons in Welsh	<ul style="list-style-type: none">• This investigation continued under a new investigation reference number as CSG83 was sent to most local authorities in Wales

CSG122

DETAILS OF INVESTIGATION	OUTCOME
<p>The Welsh Language Commissioner pursued CSG83 under CSG122 which related to;</p> <ul style="list-style-type: none">• the provision of Swimming lessons in Welsh by Caerphilly Council	<ul style="list-style-type: none">• It was determined that Caerphilly Council had failed 2 of the 3 relevant Standards• Standard 81 – failed on the grounds that swimming lessons provided in Welsh were advertised in English only• Standard 84 – failed on the basis that the Council doesn't provide swimming lessons in Welsh at all levels, but they are available in English• Standard 86 – did not fail as no education courses in relation to swimming lessons had been developed since the imposition date of the Standards

CSG176

DETAILS OF INVESTIGATION	OUTCOME
<p>The Welsh Language Commissioner received a complaint alleging failure to comply with Welsh Language Standards;</p> <ul style="list-style-type: none">• In relation to the website www.caerphillyasks.org.uk	<ul style="list-style-type: none">• This investigation is currently ongoing

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 2017 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 2017

i) OVERALL STAFF FIGURES

	Total Staff	Welsh Speakers	%
<i>Corporate Services</i>			
Corporate Finance	132	12	9.09
Human Resources	107	6	5.61
Information & Citizen Engagement	101	7	6.93
Legal & Governance	59	7	11.86
Property Services	60	5	8.33
Procurement Services	67	9	13.43
<i>Total</i>	531	46	8.66
<i>Directorate of Social Services</i>			
Adult Services	1,115	42	3.77
Business Support	29	3	10.34
Children's Services	297	18	6.06
Public Protection	728	25	3.43
<i>Total</i>	2,176	87	4.00

	Total Staff	Welsh Speakers	%
<i>Communities</i>			
Community & Leisure Services	1,154	11	0.95
Engineering & Transport	247	8	3.24
Planning & Regeneration	395	36	9.11
Caerphilly Homes	523	42	8.03
<i>Total</i>	2,284	95	4.16
<i>Directorate of Education & Lifelong Learning</i>			
Learning, Education & Inclusion	424	90	21.23
Lifelong Learning & Planning & Strategy	440	46	10.45
Schools	3,544	91	2.57
<i>Total</i>	4,365	223	5.11
<i>COUNCIL TOTALS</i>	8,767	436	4.97

NOTES

- As with previous reports, the figures in **B i)** above are the total number of people per directorate who have completed the Linguistic Skills form noting Welsh Language skills.
- The figures shown in **B ii)** to **B v)** that follow refer to levels of fluency of Welsh speakers per service area and cannot be compared directly with the totals shown in **B i)** because for example, in Corporate Finance (the second section below in **B ii)** the "Quite Well" column refers to a staff member who can read, speak, understand and write quite well, not 3 different members of staff.
- Since the introduction of the Welsh Language Standards and the ongoing low numbers recorded on the system, CCBC's Human Resources Department will be conducting an Equalities and Welsh Language Staff Survey.

The survey will be circulated to all staff in June 2017 and the information collected will be used to update the numbers currently recorded on the iTrent Payroll System, along with 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	6	2
Speaking/Use	-	1	1	9	1
Understanding	-	-	3	9	-
Writing	-	-	2	8	2
Total Staff	12				

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

IT & Citizen Engagement	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	2	1	-	4	-
Speaking/Use	2	1	-	4	-
Understanding	3	-	-	4	-
Writing	3	-	-	4	-
Total Staff	7				

Legal & Governance	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	-	2	1	3	1
Speaking/Use	-	2	1	3	1
Understanding	-	2	1	4	-
Writing	-	2	1	3	1
Total Staff	7				

Property Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1	-	-	4	-
Speaking/Use	1	-	1	3	-
Understanding	1	-	-	4	-
Writing	1	-	-	4	-
Total Staff	5				

Procurement	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1	1	2	2	3
Speaking/Use	1	1	1	5	1
Understanding	1	1	1	5	1
Writing	1	1	1	3	3
Total Staff	9				

iii) DIRECTORATE OF SOCIAL SERVICES

Adult Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	10	11	5	13	3
Speaking/Use	10	6	10	15	1
Understanding	12	9	4	15	2
Writing	8	10	8	12	4
Total Staff	42				

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

Children's Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1	2	3	8	4
Speaking/Use	1	1	4	9	3
Understanding	1	1	4	12	-
Writing	1	1	4	6	6
Total Staff	18				

Public Protection	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	6	2	3	10	4
Speaking/Use	6	1	2	14	2
Understanding	4	2	3	13	3
Writing	5	2	2	12	4
Total Staff	25				

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				

Planning & Regeneration	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	5	4	4	21	2
Speaking/Use	5	3	3	24	1
Understanding	5	4	3	23	1
Writing	5	1	3	24	3
Total Staff	36				

Caerphilly Homes	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1	1	2	28	10
Speaking/Use	1	-	2	36	3
Understanding	1	1	3	34	3
Writing	1	1	1	26	13
Total Staff	42				

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

Learning Education & Inclusion	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	10	6	3	43	28
Speaking/Use	8	6	5	63	8
Understanding	8	8	4	66	4
Writing	7	7	4	40	32
Total Staff	90				

Lifelong Learning & Planning & Strategy	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	4	-	8	26	8
Speaking/Use	4	1	7	32	2
Understanding	3	1	6	31	5
Writing	4	-	6	28	8
Total Staff	46				

Schools	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	56	7	6	19	3
Speaking/Use	56	5	6	24	-
Understanding	22	6	7	20	36
Writing	55	5	7	20	4
Total Staff	91				

3. Welsh Medium Training Provision

By the current academic year 2016-2017, **1556** 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 staff and staff from partner organisations, and the following table shows the numbers of staff involved:

COURSE OFFERED	NUMBER OF COURSES	CAERPHILLY	EXTERNAL
30 Week	31	45	-
2 Day Welsh Taster	7	14	31
10 Week Welsh Taster	1	4	17
Withdrawn	-	3	1

Caerphilly Staff Figures – 2001-2017

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)
2016 - 2017	45	14	59	(3)
TOTALS	908	648	1556	(146)

The 2 day Welsh courses are run as a collaboration with several other South East 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.

A new 10 Week Welsh Course has been developed and tailored for staff working in the Contact Centre to ensure that in providing a service to the public they also meet the requirements of the Welsh Language Standards. Further courses are currently being tailored for staff working on Reception in Penallta House, 6 main libraries, 4 main leisure centres, Caerphilly Visitor Centre, Llancaiach Fawr and the Registration Service at Penallta House.

On the basis of the requirements of the Standards, no courses were offered through the medium of Welsh due to the nature of the courses that were delivered, 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 2016 categorised as posts where:

- (i) Welsh language skills were essential

4

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

11

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,

304

- (iv) Welsh language skills were not necessary

302 including school vacancies

The Welsh Language Skills assessments in relation to vacancies/new posts has been in line with Standard 136, and have been recorded since October 2016. All vacant or new posts must have a Welsh language skills assessment and all posts are advertised as **Welsh desirable** as a standard requirement, and that the assessment will consider whether that needs to change to **Welsh essential**.

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