



## **CABINET – 13TH JUNE 2018**

**SUBJECT: WELSH LANGUAGE STANDARDS ANNUAL REPORT 2017-2018 AND THE ANNUAL PROGRESS REPORT ON THE WELSH LANGUAGE STRATEGY 2017-2022**

**REPORT BY: INTERIM CORPORATE DIRECTOR, COMMUNITIES**

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

- 1.1 To inform members and seek their endorsement of the progress made during the financial year 2017-2018 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 2018, as required by Welsh Language Standard 158.
- 1.3 The report also provides an update on the 5 Year Welsh Language Strategy 2017-2022 as requested by Cabinet.

### **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 2017-2018 covers four required key areas.
  - Complaints from the Public
  - Staff Language Skills
  - Welsh Medium Training Provision
  - Recruiting to Empty Posts
- 2.3 In addition to the above, there is also an Annual Progress Report on the Welsh Language Strategy 2017-2022, as requested by Cabinet when it was approved in January 2017, which is appended to the report as Appendix 1.

### **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), "Cymraeg 2050: A Million Welsh Speakers" (Welsh Government's Welsh language strategy) and Prosperity for All.

#### 4. THE REPORT

4.1 A Welsh Language Standards Annual Report must be published by the 30<sup>th</sup> June each year in line with Standard 158.

4.2 The annual report for the 2017-2018 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:

<b>Detail of Reporting Requirement</b>	<b>Related Standard Number (and sub-clause)</b>
<p><b>Complaints from the Public</b></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><b>Staff Language Skills</b></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><b>Welsh Medium Training Provision</b></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><b>Recruiting to Empty Posts</b></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"> <li>(i) Welsh language skills were essential</li> <li>(ii) Welsh language skills needed to be learnt when appointed to the post</li> <li>(iii) Welsh language skills were desirable,</li> <li>(iv) Welsh language skills were not necessary</li> </ul> <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;

- We received 4 formal complaints and 4 formal Welsh Language Commissioner Investigations. Of the 4 formal complaints received, two of these became Welsh Language Commissioner Investigations. All the complaints were responded to within corporate deadlines and were upheld.

From the two complaints that became Welsh Language Commissioner Investigations we have improved processes and ensured that text on our website is bilingual.

- There was a slight increase in the number of staff learning Welsh with a figure of 74, due in part to the introduction of the in-house 10 week taster courses which were delivered by the Equalities Training and Promotion Officer. Significant course delivery has been focused on frontline services, in particular the reception areas listed under Standards 65 and 65A, which will be implemented from 30<sup>th</sup> September 2018.
- 565 vacancies were advertised in total. 6 posts, and all within the Equalities and Welsh Language Team, were advertised as Welsh Essential. 8 posts were advertised where Welsh language skills needed to be learnt, 529 posts were assessed as Welsh desirable and 1 where no Welsh language skills were required. All posts have a default of Welsh desirable as a minimum.

It must be noted that 21 vacancies were advertised without the required Welsh Language Skills Assessment, which is a breach of Standard 136;

**Standard 136**

*When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply –*

- (a) *Welsh language skills are essential;*
- (b) *Welsh language skills need to be learnt when appointed to the post;*
- (c) *Welsh language skills are desirable; or*
- (ch) *Welsh language skills are not necessary.*

4.5 The Head of People Services has agreed that new and vacant posts will no longer be advertised without the required Welsh Language Skills Assessment. There will also be an update to the Recruitment and Selection Guidance available which gives clearer information to recruiting managers around undertaking a Welsh Language Skills Assessment.

4.6 In addition to reporting on the four main areas of work, included within appendix 1 of the Annual Welsh Language Standards Report 2017-2018 is the Annual Progress Report on the Welsh Language Strategy 2017-2022.

4.7 The Strategy was approved by Full Council in January 2017 with a Cabinet request for an annual progress report on its 6 Strategic Areas. The Strategy is required under Standard 145 and the Council must deliver on the Welsh Language Strategy by working in partnership with a number of organisations in the county borough. The partners who responded to the request for progress information are evidenced in the progress report.

4.8 There are a number of areas where partnership working is taking place between Council departments and Welsh medium partner organisations to ensure that actions set out in the Strategy are delivered.

The Welsh Language Forum has also secured funding to develop a booklet on how to be bilingual, giving a journey from birth on what options there are to access Welsh medium childcare and school provision to raise bilingual children.

## **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.
- 7.2 The cost of supporting staff to attend courses to learn Welsh for the workplace for the year 2017-2018, which assists in the delivery of bilingual Council services under the Standards, was £6,159.38.

## **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.
- 8.2 No posts will be advertised without a Welsh Language Skills Assessment and guidance for recruiting managers on undertaking a Welsh Language Skills Assessment will be updated.

## **9. CONSULTATION**

- 9.1 The report is based on data gathered across the service areas on implementing the Welsh Language Standards during 2017-2018. 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 Cllr Barbara Jones – Deputy Leader and Cabinet Member for Finance,  
Performance and Governance  
Cllr James Pritchard – Equalities Champion  
Christina Harrhy – Interim Chief Executive  
Mark S Williams – Interim Corporate Director – Communities  
Dave Street – Corporate Director – Social Services and Housing  
Keri Cole – Chief Education Officer  
Lynne Donovan – Head of People Services  
Rob Hartshorn – Head of Policy and Public Protection  
Nicole Scammell – Head of Corporate Finance and Section 151 Officer  
Kathryn Peters – Corporate Policy Manager  
Lisa Lane – Interim Monitoring Officer  
Ros Roberts – Performance Manager

#### Background Papers:

Strategic Equality Plan 2016-2020

Equalities and Welsh Language Objectives and Action Plan 2016-2020

Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011

Report to Cabinet on the 18<sup>th</sup> January 2017 – Welsh Language Strategy 2017-2022

Various Guidance Documents

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

Appendix 1 - Welsh Language Standards Annual Report 2017-2018

# Welsh Language Standards Annual Report 2017 - 2018

Prepared in accordance with the requirements of the



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

30<sup>th</sup> June 2018

A greener place  
Man gwyrddach



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## Introduction

This annual monitoring report for 2017-2018 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"> <li>(i) Welsh language skills were essential</li> <li>(ii) Welsh language skills needed to be learnt when appointed to the post</li> <li>(iii) Welsh language skills were desirable,</li> <li>(iv) Welsh language skills were not necessary</li> </ul> <p>(on the basis of the records you kept in accordance with standard 154);</p>	<p>170 (2) (ch) 154</p>



The Council's 5<sup>th</sup> Welsh language Scheme came to an end on 31<sup>st</sup> 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 23<sup>rd</sup> January 2017.

This annual report will be published online by the 30<sup>th</sup> June 2018.

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](http://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 2017-2018, **7** service requests and **4** complaints were received, all of which were related to Welsh language. All were responded to within deadlines and were upheld.

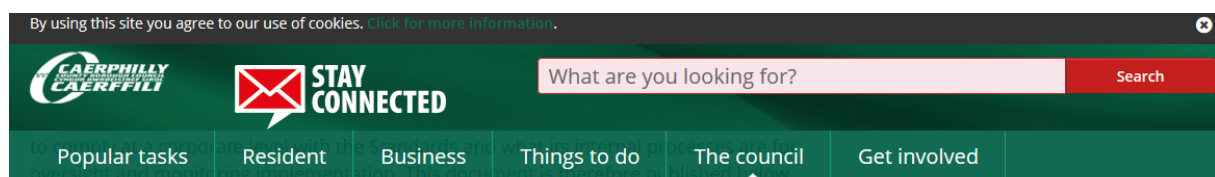
4 of the 7 service requests related to errors on signs and road signs. Discussions have been had with the relevant departments to ensure that signs and road signs get proof-read by the Equalities and Welsh language Team prior to being created.

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. The Senior Policy Officer - Equalities and Welsh language also sits on the Learning From Complaints Group that meets quarterly to discuss specific and cross-cutting complaints.

In January 2018 we met with a Compliance Officer from the Welsh language Commissioner's office in relation to our annual performance on the Welsh language Standards. Some of the feedback received related to the need for us to include text on the Welsh language Standards web page, which would make members of the public aware of where and how to make a complaint relating to the Council's compliance with the Welsh language Standards or a failure on the Council's part to provide a bilingual service.

The text added now includes a link to the Welsh language Commissioner's website;

[Caerphilly County Borough Council - Welsh language Standards](#)



▶ [CCBC Compliance Notice Report 30.03.16 \(PDF\)](#)

## Welsh Language Strategy 2017-2022

Sets out how the local authority, in collaboration with its partners proposes, to promote the Welsh language and to facilitate the use of the Welsh language more widely in the county borough. Visit our Welsh Language Strategy section for details.

## Welsh Language Complaints

If you would like to make a complaint relating to the Council's compliance with the Welsh Language Standards or a failure on the Council's part to provide a bilingual service, please use the Council's complaints procedure via the following link - [Complaints about a council service](#).

You also have a right to direct any complaints relating to the Welsh language to the Welsh Language Commissioner:

### 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	3*
Communities	2*
Social Services	0
<b>TOTALS</b>	<b>4</b>

\* One of the complaints covered two Directorates

### Complaint Themes and Timescales

All **4** 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 **4** complaints received were all responded to within corporate timescales.

The corporate target for responding in full to a complaint is 20 working days, therefore the overall performance is very good.

## Welsh language Commissioner Investigations

In the last financial year, we received **3** new Welsh language Commissioner Investigations, and had a further **2** which were ongoing from the previous financial year, details of which are listed below;

### Investigations Ongoing since 2016-2017

#### CSG122

DETAILS OF INVESTIGATION	OUTCOME	UPDATE
<p>The Welsh language Commissioner pursued <b>CSG83</b> under <b>CSG122</b> which related to;</p> <ul style="list-style-type: none"> <li>the provision of Swimming lessons in Welsh by Caerphilly Council</li> </ul>	<ul style="list-style-type: none"> <li><b>Standard 81</b> – failed on the grounds that swimming lessons provided in Welsh were advertised in English only. Must take steps to ensure compliance with this Standard.</li> <li><b>Standard 84</b> – failed on the basis that the Council doesn't provide swimming lessons in Welsh at all levels, but they are available in English. Must prepare an action plan which outlines steps the Council will take to ensure swimming lessons are offered/ available in Welsh.</li> <li><b>Standard 86</b> – did not fail as no education courses in relation to swimming lessons had been developed since the imposition date of the Standards.</li> </ul>	<p>Action Plan presented and agreed by the Welsh language Commissioner. Action points included;</p> <ul style="list-style-type: none"> <li>To look at the development and implementation of a marketing plan that will allow us to offer Welsh language Swimming Lessons in our pools from September 2018. This will include a coordinated marketing plan to target Welsh schools and the wider general public via social media and CCBC website.</li> <li>To promote in Welsh and English the Welsh language swimming lessons, through the website, social media, posters and flyers.</li> <li>To meet with Menter Iaith and Urdd colleagues to look at the how they can help us in promoting our Welsh language swimming lesson offering to the residents of CCBC.</li> <li>To liaise with near neighbour local authorities to offer, in the first instance, a shared programme of Welsh language Swimming Lessons.</li> </ul>

## CSG173

DETAILS OF INVESTIGATION	OUTCOME	UPDATE
<p>The Welsh language Commissioner received a complaint alleging failure to comply with Welsh language Standards;</p> <ul style="list-style-type: none"><li>• In relation to the website <a href="http://www.caerphillyasks.org.uk">www.caerphillyasks.org.uk</a></li></ul>	<ul style="list-style-type: none"><li>• <b>Standard 52</b> – failed because the website content wasn't bilingual and therefore the Welsh language was treated less favourably than the English language.</li><li>• <b>Standard 56</b> – failed because the interface and menus on the website were not in Welsh.</li></ul>	<p>Welsh language Commissioner gave the Council 28 days to ensure that;</p> <ul style="list-style-type: none"><li>• the text of each page of the website is available in Welsh</li><li>• every Welsh language page on the website is fully functional and the Welsh language is not treated less favourably than the English language on the website</li><li>• the interface and menus on every page of the website are in Welsh.</li></ul> <p>All the points above were translated and the website updated within the 28 days given.</p>

## New Investigations 2017-2018

### CSG213

DETAILS OF INVESTIGATION	OUTCOME	UPDATE
<p>The Welsh language Commissioner received a complaint from a member of the public alleging;</p> <ul style="list-style-type: none"> <li>• a Council Tax and Housing Benefit letter had been sent in English only despite the complainant being recorded on the system with Welsh as language choice for correspondence</li> <li>• English only signs on display in some libraries</li> <li>• public announcements made at libraries were being done in English only</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Standard 4</b> – did not fail in this instance because the letters sent out were not all the same.</li> <li>• <b>Standard 5</b> – failed because the letter had not been sent in Welsh in accordance with the person's language choice. Draft Action Plan to be submitted on steps the Council will take to ensure letters are sent bilingually in future.</li> <li>• <b>Standard 7</b> – failed because the letter sent did not include a statement that the Council welcomes receiving correspondence in Welsh, that it will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay. Statement to be included on all future correspondence templates.</li> <li>• <b>Standard 61</b> – failed because an English only Fire Exit sign had been erected in a library. Must ensure that text on all signs erected in the libraries are bilingual and the Welsh must not be treated less favourably than the English text.</li> <li>• <b>Standard 87</b> – not complying with this Standard in this instance as the loudspeaker announcements at two of the libraries were being done in English only. Library Service to ensure that all public address announcements are made bilingually with the Welsh first.</li> </ul>	<p>A draft Action Plan has been submitted in relation to the failing of Standards 5 and 7 to the Welsh language Commissioner and we are waiting for a decision.</p> <p>Our current system doesn't produce bilingual Decision Notices for Housing Benefit and Council Tax Reduction. The current procedure is that those who request correspondence in another language will get flagged on the system to ensure that it is removed and translated prior to being sent.</p> <p>Forms are also being amended to ask the claimants language choice at first contact.</p> <p>In relation to the failing of Standards 61 and 87, the Welsh Language Commissioner gave 28 days to implement the changes.</p> <p>An audit of all signage within libraries has been conducted and those in English only have been removed, translated and erected.</p> <p>The public announcements made via loudspeaker within libraries have been translated and are now announced bilingually, Welsh first.</p>

## CSG256

DETAILS OF INVESTIGATION	OUTCOME	UPDATE
<p>The Welsh language Commissioner received a complaint from a member of the public alleging;</p> <ul style="list-style-type: none"><li>• that the Council had sent out an English only e-bulletin regarding Library News</li></ul>	<ul style="list-style-type: none"><li>• <b>Standard 4</b> – failed to comply because the e-bulletin originally sent out was in English only.</li></ul>	<p>The Welsh language Commissioner gave the Council 3 months to ensure that when e-bulletins are sent to several people via email to ensure that a Welsh language version is sent out at the same time as the English version. This is now current practice.</p> <p>As a result of promoting the e-bulletin service and requesting that subscribers to the service inform us of their language choice, there has been a 101.9% (+161) increase in the number of subscribers to the Welsh language e-bulletins. The total number of Welsh language subscribers is currently at 319.</p>

## CSG304

DETAILS OF INVESTIGATION	OUTCOME	UPDATE
<p>The Welsh language Commissioner received a complaint from a member of the public alleging;</p> <ul style="list-style-type: none"><li>• an online Information Advice and Assistance (IAA) reporting form on the Council's website submitted in Welsh and has not received a response. Also some text on the webpage is in English only.</li></ul>	<p>The investigation will determine if the Council has failed the following Standards;</p> <ul style="list-style-type: none"><li>• <b>Standard 1</b> – If you receive correspondence from a person in Welsh you must reply in Welsh (if and answer is required) unless the person has indicated that there is no need to reply in Welsh.</li><li>• <b>Standard 52</b> – you must ensure that –<ul style="list-style-type: none"><li>(a) the text of each page of your website is available in Welsh</li><li>(b) every Welsh language page on your website is fully functional, and</li><li>(c) the Welsh language is not treated less favourably than the English language on your website</li></ul></li></ul>	<p>Awaiting correspondence from the Welsh language Commissioner requesting us to submit evidence to be considered as part of this investigation.</p> <p>The complaints officer for Social Services is currently undertaking an internal investigation and gathering evidence in readiness for the Commissioner's request.</p>



## 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 31<sup>st</sup> March 2018 are shown below and overleaf.

Compared with last year, the numbers of recorded Welsh speakers has dropped – this difference could be, due in part, 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 31<sup>st</sup> MARCH 2018

#### i) OVERALL STAFF FIGURES

	2017-2018			2016-2017		
	Total Staff	Welsh Speakers	%	Total Staff	Welsh Speakers	%
<i>Corporate Services</i>						
Corporate Finance	133	11	8.27	132	12	9.09
Human Resources	99	6	6.06	107	6	5.61
IT & Citizen Engagement	98	6	6.12	101	7	6.93
Legal and Governance	58	7	12.06	59	7	11.86
Procurement Services	63	9	14.28	67	9	13.43
Property Services	59	5	8.47	60	5	8.33
<b>Total</b>	<b>514</b>	<b>44</b>	<b>8.56</b>	<b>531</b>	<b>46</b>	<b>8.66</b>
<i>Social Services</i>						
Adult Services	1,127	46	4.08	1,115	42	3.77
Business Support	26	1	3.85	29	3	10.34
Children's Services	294	17	5.78	297	18	6.06
Public Protection	740	22	2.97	728	25	3.43
<b>Total</b>	<b>2,187</b>	<b>85</b>	<b>3.89</b>	<b>2,176</b>	<b>87</b>	<b>4.00</b>

	2017-2018			2016-2018		
	Total Staff	Welsh Speakers	%	Total Staff	Welsh Speakers	%
<i>Communities</i>						
Community & Leisure Services	1,291	16	1.24	1,154	11	0.95
Engineering & Transport	230	7	3.04	247	8	3.24
Planning & Regeneration	331	21	6.34	395	36	9.11
Caerphilly Homes	563	47	8.35	523	42	8.03
<b>Total</b>	<b>2,370</b>	<b>89</b>	<b>3.75</b>	<b>2,284</b>	<b>95</b>	<b>4.16</b>
<i>Education &amp; Lifelong Learning</i>						
Learning, Education & Inclusion	375	75	20.00	424	90	21.23
Lifelong Learning & Planning & Strategy	359	41	11.42	440	46	10.45
Schools	3,492	90	2.58	3,544	91	2.57
<b>Total</b>	<b>4,189</b>	<b>200</b>	<b>4.77</b>	<b>4,365</b>	<b>223</b>	<b>5.11</b>
<b>COUNCIL TOTALS</b>	<b>8,682</b>	<b>402</b>	<b>4.63</b>	<b>8,767</b>	<b>436</b>	<b>4.97</b>

## NOTES

- As with previous reports, the figures in **2 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 **2 ii)** to **2 v)** that follow refer to levels of fluency of Welsh speakers per service area and cannot be compared directly with the totals shown in **2 i)** because for example, in Corporate Finance (the second section below in **2 ii)** the "Quite Well" column refers 2 staff members one of which can read and speak Welsh "Quite Well" and the other who can only read Welsh "Quite Well".

## ii) CORPORATE SERVICES

Corporate Finance	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	-	2	2	5	2
Speaking/Use	-	1	1	8	1
Understanding	-	-	3	7	1
Writing	-	-	2	7	2
<b>Total Staff</b>	<b>11</b>				

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
<b>Total Staff</b>	<b>6</b>				

IT & Citizen Engagement	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1	1	-	4	-
Speaking/Use	1	1	-	4	-
Understanding	2	-	-	4	-
Writing	2	-	-	4	-
<b>Total Staff</b>	<b>6</b>				

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
<b>Total Staff</b>	<b>7</b>				

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

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	3	2	2
Writing	1	1	1	3	3
<b>Total Staff</b>	<b>9</b>				

### iii) DIRECTORATE OF SOCIAL SERVICES

Adult Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	10	13	4	15	4
Speaking/Use	10	8	9	18	1
Understanding	12	10	4	18	2
Writing	8	12	7	14	5
<b>Total Staff</b>	<b>46</b>				

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

Children's Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1	1	3	8	4
Speaking/Use	1	-	4	10	2
Understanding	1	-	4	12	-
Writing	1	-	4	7	5
<b>Total Staff</b>	<b>17</b>				

Public Protection	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	6	2	3	8	4
Speaking/Use	6	1	2	12	2
Understanding	3	2	3	11	4
Writing	5	2	2	10	4
<b>Total Staff</b>	<b>23</b>				

#### iv) COMMUNITIES

Community and Leisure Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	2	-	6	7	1
Speaking/Use	2	-	5	7	2
Understanding	2	-	4	9	1
Writing	2	-	4	8	2
<b>Total Staff</b>	<b>16</b>				

Engineering & Transport	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	2	2	1	2	-
Speaking/Use	2	3	-	2	-
Understanding	2	3	-	2	-
Writing	2	1	2	2	-
<b>Total Staff</b>	<b>7</b>				

Planning & Regeneration	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	3	3	2	10	3
Speaking/Use	3	3	1	13	1
Understanding	3	3	2	11	2
Writing	3	1	2	12	3
<b>Total Staff</b>	<b>21</b>				

Caerphilly Homes	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	3	2	3	31	8
Speaking/Use	3	-	3	38	3
Understanding	3	2	3	38	1
Writing	3	1	2	30	11
<b>Total Staff</b>	<b>47</b>				

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

<b>Learning Education &amp; Inclusion</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	10	4	3	38	20
<b>Speaking/Use</b>	8	6	5	50	6
<b>Understanding</b>	7	5	4	52	7
<b>Writing</b>	7	5	4	35	24
<b>Total Staff</b>	<b>75</b>				

<b>Lifelong Learning &amp; Planning &amp; Strategy</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	4	1	7	23	6
<b>Speaking/Use</b>	4	2	6	28	1
<b>Understanding</b>	3	2	6	26	4
<b>Writing</b>	4	1	6	24	6
<b>Total Staff</b>	<b>41</b>				

<b>Schools</b>	<b>Fluently</b>	<b>Quite Well</b>	<b>Moderately</b>	<b>A Little</b>	<b>Level Undisclosed</b>
<b>Reading</b>	55	7	6	21	1
<b>Speaking/Use</b>	54	6	6	24	-
<b>Understanding</b>	18	6	7	20	39
<b>Writing</b>	53	6	7	22	2
<b>Total Staff</b>	<b>90</b>				

### 3. Welsh Medium Training Provision

Since 2001, **1630** of the Council's staff and staff of partner organisations have attended 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 the following table shows the numbers of staff involved and the number of courses offered:

<b>COURSE OFFERED</b>	<b>NUMBER OF COURSES OFFERED</b>	<b>NUMBER OF STAFF ATTENDING</b>
30 Week	33	47
2 Day Welsh Taster	6	37
10 Week Welsh Taster	10	57
Say Something in Welsh - Online Welsh Course	1	3
Withdrawn	N/A	4

#### Caerphilly Staff Figures – 2001-2018

<b>Academic Year</b>	<b>Year courses</b>	<b>Taster Courses</b>	<b>Total Learners</b>	<b>(Numbers withdrawn)</b>
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)
2017 – 2018	47	27	74	(4)
<b>TOTALS</b>	<b>955</b>	<b>675</b>	<b>1630</b>	<b>(150)</b>

The 2 day Welsh Taster courses are run collaboratively 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. These courses always prove to be very popular and successful with Caerphilly Council hosting two courses in July 2017 due to demand.

A 10 Week Welsh Course has been developed and tailored for staff working in frontline services and reception areas and targeted mainly on the service areas listed under Standard 65 and 65A. The authority will need to comply with these Standards by 30<sup>th</sup> September 2018, and therefore the work undertaken to arrange courses and to engage with these service areas has been done to ensure that staff members are equipped with the language skills required to provide a reception service.

Standard 65	<p>If you arrange a visit or appointment in advance for a person ("P") which will mean that P will come to your reception, you must ask P whether P wishes to receive a Welsh language reception service (unless you already know whether P wishes to receive that service in Welsh).</p> <p><b>You must comply with standard 65 in relation to the following by 30 September 2017 and until 30 September 2018:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Bargoed, Risca, Rhymney, Blackwood, Caerphilly and Ystrad Mynach libraries;</a></li> <li>• <a href="#">Caerphilly Visitor Centre;</a></li> <li>• <a href="#">Llancaiach Fawr Manor House;</a></li> <li>• <a href="#">Registration Services at Penallta House;</a></li> <li>• <a href="#">Caerphilly, Heolddu, Newbridge and Risca leisure centres.</a></li> </ul>	30/09/17
Standard 65A	<p>You must provide a face to face Welsh language reception service for a person ("P") at your reception if you have arranged a visit or appointment for P in advance and - (a) P has informed you in advance that P wishes to receive the service in Welsh, or (b) you are already aware that P wishes to receive the service in Welsh.</p> <p><b>You must comply with standard 65A in relation to the following by 30 September 2017 and until 30 September 2018:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Bargoed, Risca, Rhymney, Blackwood, Caerphilly and Ystrad Mynach libraries;</a></li> <li>• <a href="#">Caerphilly Visitor Centre;</a></li> <li>• <a href="#">Llancaiach Fawr Manor House;</a></li> <li>• <a href="#">Registration Services at Penallta House;</a></li> <li>• <a href="#">Caerphilly, Heolddu, Newbridge and Risca leisure centres.</a></li> </ul>	30/09/17

The range of training offered to staff is ongoing and a new 10 hour online course hosted by Cymraeg Gwaith, is being explored with a view to roll out the course to staff who are unable to attend a training course. Again this course will be targeted initially at staff working in the service areas listed under Standards 65 and 65A.

A Welsh language Awareness Courses was arranged in December 2017 but had to be cancelled due to low numbers making the course not viable to run.



The Social Services Directorate ran four training sessions for staff on the 'Active Offer'. The 'Active Offer' is about Welsh speaking service users' needs being understood and about being treated with dignity and respect. The 'Active Offer' requires a proactive approach to delivering services, which ensures that language preference is ascertained and recorded at first contact.

125 members of staff booked to attend the training sessions, which included social workers, senior practitioners, team managers and support workers.

No courses were requested to be delivered through the medium of Welsh, possibly due to the nature of the courses that were delivered, therefore there are no staff training figures to record. The above information is published here to provide continuity with previous reports.

## 4. Recruiting to Empty Posts

A total of **565** new and vacant posts advertised since 30<sup>th</sup> March 2017 were categorised as posts where:

- (i) Welsh language skills were essential

**6**

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

**8**

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,

**529**

- (iv) Welsh language skills were not necessary

**1**

**(all vacancies default to be advertised as Welsh desirable)**

The Welsh language Skills Assessments in relation to vacancies/new posts are undertaken as required by Standard 136, and have been recorded by Human Resources since October 2016. 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.

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**.

Between 1<sup>st</sup> April 2017 and 31<sup>st</sup> March 2018, there were **21** posts which were advertised without the relevant Welsh language Skills Assessment having been completed. The recruiting managers were asked by Human Resources for the assessments to be provided, but no responses were received, the posts therefore were advertised without the required Welsh language Skills Assessment.

The Head of People Services has agreed that unless there is a Welsh language Skills Assessment, no new or vacant posts will be advertised. There will also be an update to the Recruitment and Selection Guidance which gives clearer information to recruiting managers around undertaking a Welsh language Skills Assessment.

## Appendix 1 – Annual Progress Report on the Welsh language Strategy 2017-2022

<b>Strategic Area 1 – The Family</b>	<b>Vision – Increase the number of families where the Welsh language is spoken with children</b>
<b>Strategic Priorities</b>	
<ul style="list-style-type: none"> <li>Extend regular informal opportunities for parents to develop their Welsh language Skills so as to assist their children</li> </ul>	
<ul style="list-style-type: none"> <li>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 Welsh language</li> </ul>	
<ul style="list-style-type: none"> <li>Raise awareness about the importance and availability of providing Welsh Medium activities for families</li> </ul>	

<b>No.</b>	<b>Action</b>	<b>Progress Comment</b>	
1.1	Promote Welsh language organisations such as Menter Iaith Caerffili, the Urdd, Mudiad Meithrin, Gwent Welsh for Adults Centre and in particular their family activities and services (through social media, Council publications, Family Information Service).	<p>The CCBC Communications Unit continues to promote these organisations as much as possible and shares appropriate content through its channels.</p> <p>Families Learning Together FLT (Families First project) share events using social media and ensure families are aware of Welsh language events in the area.</p> <p>The Family Information Service promotes Cymraeg i Blant groups for parents in Caerphilly (baby massage, baby yoga, Story and song).</p> <p>Close collaboration between from Mudiad Meithrin, Mentrau Iaith, Welsh for Adults in terms of hosting family events e.g. a monthly Clwb Doti a Fi (to be held after Easter).</p> <p>Staff aware of services/organisations and promote when relevant.</p> <p>Menter Iaith Sir Caerffili promotes its own services as well as the activities and services of partners and other organisations. This is done through the Menter's email system, social media and the Menter's website and in recognizing partnership working across its services. We also work closely with Caerphilly Council to promote our work and encourage partners to work together in the same way.</p> <p>ClwbCwtsh - yn rhedeg am 8 wythnos yng Nghaerffili i gyflwyno Cymraeg i deuluoedd.</p> <p>Caerphilly Council's Equalities and Welsh language Team promotes the work and services of all its partners including the work of organisations represented on the Language Forum. We will promote using social media channels and through the Council's email system. We will always encourage partners to work with us in the same way.</p>	<p>Communications Team</p> <p>Community Education</p> <p>Cymraeg i Blant</p> <p>Families First</p> <p>Menter Iaith Caerffili</p> <p>Mudiad Meithrin</p> <p>Polisi Corfforaethol</p>

		Our Welsh youth work partnership arrangement is still active (in the face of cuts to external funding grants) and continues to develop operationally (including contributing to the wider youth service curriculum).	Youth Service						
1.2	Events evaluation forms to include questions regarding language use.	<p>Joint Assessment Family Framework form asks families if they would like to receive the service in Welsh.</p> <p>Families are asked about the language spoken at home and this is recorded on the form.</p> <p>We ask parents to complete a feedback form to attend a series of our sessions, we ask about the Language at home and ask the following questions to each new group:</p> <table border="1" data-bbox="853 536 1538 791"> <tr> <td>Considering Welsh-medium day care for my child</td> </tr> <tr> <td>Attending a local Ti a Fi Group</td> </tr> <tr> <td>Attending a local Cylch Meithrin</td> </tr> <tr> <td>Considering Welsh-medium Education</td> </tr> <tr> <td>Using more Welsh</td> </tr> <tr> <td>Returning to work</td> </tr> </table> <p>Welsh language Evaluation forms available at all events. Standard template is available on team central drive.</p> <p>During all our activities, we distribute and collect events evaluation forms and information. The information includes the views and needs of local people and identifies the choice and use of the language of participants.</p>	Considering Welsh-medium day care for my child	Attending a local Ti a Fi Group	Attending a local Cylch Meithrin	Considering Welsh-medium Education	Using more Welsh	Returning to work	<p>Community Education</p> <p>Cymraeg i Blant</p> <p>Families First</p> <p>Menter Iaith Caerffili</p>
Considering Welsh-medium day care for my child									
Attending a local Ti a Fi Group									
Attending a local Cylch Meithrin									
Considering Welsh-medium Education									
Using more Welsh									
Returning to work									
1.3	Develop a comprehensive information resource (booklet/online resource) which shows the services available through the medium of Welsh for families and the Welsh medium education journey in addition to the advantages of bilingualism.	<p>Families Learning Together (FLT) provides families with a FLT leaflet in Welsh. FLT direct families to the Family Information Service website which have Welsh activities, events and groups advertised.</p> <p>Already contributed to the booklet Being bilingual in Welsh for children's services in the county.</p> <p>All Families First leaflets are produced in a bilingual format and meet the Welsh language Standards.</p>	<p>Community Education</p> <p>Cymraeg i Blant</p> <p>Families First</p>						

		<p>The Caerphilly County Language Forum has secured funding to generate the resource and in the process of agreeing the content and appearance of the booklet. It is planned during April-May 2018 to publish the resource and to distribute it widely across the county. Partners and members of the Forum will be able to receive and distribute the booklet during activities, events and their work in supporting families locally. The Forum will discuss further the opportunity to transfer the booklet to become an online resource in the future.</p> <p>Work with the Language Forum to try to pull information together to create a useful booklet. It is hoped to transfer the document to be an online resource in the future.</p>	<p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>
1.4	<p>Newsline to develop a Welsh medium service feature (twice a year) highlighting the Welsh medium activities and services available locally.</p>	<p>Only one edition of Newsline was produced in the monitoring period (Jan – March). There is an intention to include appropriate article in the June edition.</p> <p>Sent an article and picture for the last publication regarding the Caerphilly group (not received any confirmation from them).</p> <p>Members of the Language Forum are keen to work with those officers that produce Newsline to increase the material that appears in the paper that promotes the opportunities locally to use Welsh. Through the Forum, members have received information on how to provide material for the paper and are eager to work together further to ensure adequate attention to the Welsh language within the paper.</p> <p>Ensures that members of the Language Forum know the printing schedule for Newsline so that they have enough time to submit articles to be considered for inclusion in the next issue.</p>	<p>Communications Team</p> <p>Cymraeg i Blant</p> <p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>

<b>Strategic Area 2 – Children and Young People</b>	<b>Vision – Increase use of the Welsh language amongst children and young people, improve awareness of the value of Welsh, ensure better access to Welsh medium social events and services</b>
<b>Strategic Priorities</b>	
<ul style="list-style-type: none"> <li>• Support educators to allow them to promote the extra-curricular activities available through medium of Welsh</li> <li>• Work with young people to raise awareness of Welsh language as a valuable skills for training and employment</li> <li>• Raise awareness amongst staff that come into contact with CYP of the need to foster positive attitudes</li> <li>• Increase the number of children accessing Welsh Medium Education</li> <li>• Develop Bi-lingual leadership skills amongst young people to help them become champions</li> </ul>	

2.1	Audit current Welsh medium opportunities and services for Children and young people to identify gaps and areas of demand.	<p>Coleg y Cymoedd makes an annual audit of Welsh-medium provision. The College has a 3 year strategy that outlines how the College will increase this provision.</p> <p>Menter Iaith Sir Caerphilly commissioned a Language Profile of the position of Welsh in the county in May 2016. In addition, Caerphilly WESP identifies the Welsh-medium services that are available to children and people of the County. Menter Iaith Caerphilly would like to work with partners and a relevant Scrutiny Committee within Caerphilly Council to complete a detailed audit of existing Welsh-medium opportunities and services for children and young people in order to identify gaps and geographical areas where there are not enough Welsh-medium services.</p> <p>Our Welsh language youth club contributes to this (situated in Gilfach/barged but with membership drawn from communities across the borough).</p> <p>Numbers of individual Welsh youth club users for the year = 134</p>	<p>Coleg y Cymoedd</p> <p>Menter Iaith Caerffili</p> <p>Youth Service</p>
2.2 (&1.1)	Promote Welsh language organisations and in particular their services for children and young people.	<p>The Urdd and Menter Iaith are invited to the College every time that events relate to the Welsh language e.e Sgil Iaith, Sgil Gwaith. College students have competed at the Urdd Eisteddfod.</p> <p>See 1.1 above</p> <p>Staff aware of services/orgs and promote when relevant.</p> <p>As set out in 1.1, Menter Iaith Caerphilly promotes services itself as well as the services and work of other organizations. This is done via email, social media, our website and during the activities we run. In addition, during any community events, we invite partners to attend and promote their work.</p>	<p>Coleg y Cymoedd</p> <p>Communications Team</p> <p>Families First</p> <p>Menter Iaith Caerffili</p>

		The Urdd offers a wide range of Welsh-medium activities in the area, including sports clubs, one-day trips, overseas trips and a Youth club (in partnership with Caerphilly Council and the Menter).	Urdd
2.3	Work in Partnership with a range of organisations to raise awareness of the value of Welsh language skills as a career or employment opportunity	<p>Adult Education 'European Social Fund employability operations team' works with a number of agencies across the borough and promotes the Welsh language wherever possible. We advertised a Welsh language reception skills course and didn't have anyone apply for a place. We ask participants if they require delivery of courses in Welsh but as yet no one has expressed an interest.</p> <p>The College has worked with some Careers Wales staff making them aware of the websites that will benefit Welsh speakers when they look for work eg, such as <a href="http://www.lleol.net">www.lleol.net</a> / job site etc. where Welsh is essential or desirable skill to get jobs.</p> <p>During February 2018, the Sgil Iaith Sgil Gwaith event was organized by Coleg y Cymoedd. All members of the Forum were invited to the event and the Menter attended the distribution of information to Coleg y Cymoedd students about the value of Welsh in the workplace, particularly within the childcare sector. In addition to this event, the Forum is currently discussing a similar event for Ysgol Gyfun Cwm Rhymni, in partnership with Careers Wales.</p> <p>The event would be an opportunity for all Forum members to distribute information to school students about the type of services they provide and the career opportunities for Welsh speakers. Menter Iaith Caerphilly also offers many volunteering opportunities for young Welsh speakers and is currently supporting volunteers within our childcare services and our diverse activities for children and young people.</p> <p>Mudiad Meithrin has supported 'Sgil Iaith Sgil Gwaith' event at Coleg y Cymoedd Nantgarw.</p> <p>The Urdd Youth Officer works very closely with Ysgol Gyfun Cwm Rhymni on projects that promote the value of Welsh language skills in terms of careers.</p> <p>For a second time, had a stand at the Coleg y Cymoedd event - 'Sgil Iaith Sgil Gwaith'. I was promoting the council's services and the great demand for Welsh speakers to come to work in order to be able to provide services through the medium of Welsh and to comply with the Welsh language Standards.</p> <p>Engagement and Progression (NEETS work) – Welsh language youth worker acts as lead worker in this regard and networks with the support groups links to this initiative.</p>	<p>Community Education</p> <p>Coleg y Cymoedd</p> <p>Menter Iaith Caerffili</p> <p>Mudiad Meithrin</p> <p>Urdd</p> <p>Corporate Policy</p> <p>Youth Service</p>

2.4	<p>Develop the Welsh language awareness training for staff working with children and young people in addition to a resource pack to support provisions to promote language and local heritage.</p>	<p>All European Social Fund staff have the opportunity to attend Welsh Language courses as part of their Continuous Professional Development, there have been some expressions of interest but not taken up as yet.</p> <p>Language awareness training courses have been held as part of the INSET program for College staff (Sgil iaith and College staff have provided these courses).</p> <p>Have used the Families First grant to pay for additional Active Offer training for Families First staff and Children’s Services. Welsh language presentation also given at Interact event to many organisations.</p> <p>Menter Iaith Caerphilly has developed various language awareness packs to support provision for children and young people. We are keen to work with the Urdd and the Caerphilly Youth Service to develop further support for projects and youth services. This would be able to offer training as part of the youth service training program as well as developing a package of resources that would assist staff to promote local Welshness and heritage.</p> <p>Use the Mudiad Meithrin’s ‘Cychwyn Gorau’ resource to help Cylchoedd Meithrin staff have a conversation with parents about the benefits of being bilingual.</p> <p>Organized a Welsh in the Workplace course for staff but there was not enough interest to run the course.</p>	<p>Community Education</p> <p>Coleg y Cymoedd</p> <p>Families First</p> <p>Menter Iaith Caerffili</p> <p>Mudiad Meithrin</p> <p>Corporate Policy</p>
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2.5	Consult and create a campaign to attract young people to be involved in youth work, sport and art activities as leaders	<p>The Urdd advertises the 'Train the Trainers' course at the College at our events and registered several candidates to learn as leaders.</p> <p>Menter Iaith Caerphilly is keen to work with the Urdd, the Urdd Sports Department and Caerphilly Council Youth Service to promote career opportunities through the medium of Welsh. We have a shortage of youth workers who can speak Welsh in the County and the demand for Welsh-medium youth services is increasing. We are keen to discuss possible plans for a training and recruitment campaign over the next year</p> <p>The Urdd regularly promotes such opportunities.</p>	<p>Coleg y Cymoedd</p> <p>Menter Iaith Caerffili</p> <p>Urdd</p>
2.6	Plan and co-ordinate and promote a calendar of Welsh medium care, play and recreational activities for children between 11-18 years of age.	<p>Arts Development established Theatr i Blant in partnership with Menter Caerffili to provide equal youth theatre provision</p> <p>The College has an annual calendar of diverse Welsh activities to encourage learners to gain pride in the language and in their country.</p> <p>Although Menter Iaith Caerphilly promotes a variety of care and play activities for the children and young people of the County, as partners, we have not worked together on one calendar of activities. Members of the Fforwm Iaith work closely with the County's Welsh medium schools to promote the range of activities available to families in the county but we welcome the opportunity to discuss the development of a calendar that summarises what is available to families.</p>	<p>Arts Development</p> <p>Coleg y Cymoedd</p> <p>Menter Iaith Caerffili</p>
2.7	Plan and co-ordinate and promote a calendar of Welsh medium care, play and recreational activities for children between 4-11 years of age.	<p>Although Menter Iaith Caerphilly promotes a variety of care and play activities for the children and young people of the County, as partners, we have not worked together on one calendar of activities. Members of the Fforwm Iaith work closely with the County's Welsh medium schools to promote the range of activities available to families in the county but we welcome the opportunity to discuss the development of a calendar that summarises what is available to families.</p>	<p>Menter Iaith Caerffili</p>

<b>Strategic Area 3 – Communities</b>	<b>Vision: Support community groups and help them to increase the use of Welsh within their localities</b>
Strategic Priorities	
<ul style="list-style-type: none"> <li>• Support existing Welsh language community activities and share good practise</li> </ul>	
<ul style="list-style-type: none"> <li>• Support community groups to mainstream the use of the Welsh language and offer learners the opportunity to practice it</li> </ul>	
<ul style="list-style-type: none"> <li>• Provide specific support to community initiatives in order to enable them to realise their plans to promote the Welsh language</li> </ul>	

3.1	Promote the availability of bilingual services by ensuring Welsh speakers and learners within service areas wear appropriate lanyards and or badges showing their skill, to encourage the public to speak Welsh when accessing services.	<p>All Welsh-speaking staff at the College have a lanyard and/or laith Gwaith badge so that it is clear to everyone that they speak Welsh and we urge them to always wear them.</p> <p>Menter laith Caerphilly distributes appropriate lanyards and badges for a variety of organizations including schools and businesses across the County.</p> <p>We provide lanyards and badges for members of staff with Welsh language skills or who are learning Welsh to show that a service through the medium of Welsh is available. Information is also available on our portal for staff.</p>	<p>Coleg y Cymoedd</p> <p>Menter laith Caerffili</p> <p>Corporate Policy</p>
3.2	Plan and coordinate a campaign to distribute Welsh speaking badges and signs across businesses and organisations to support local people to use the Welsh language.	<p>As part of our Welsh language in Business Project, Menter laith Caerphilly distributes Welsh language badges and signs amongst businesses and organizations in the County. The project supports businesses to increase their use of Welsh and it clearly demonstrates that bilingual services are available to the public as an important part of the process.</p> <p>The Council is working with the Menter laith to ensure that local businesses are aware of the need to promote services through the medium of Welsh in the county borough - connecting through the Caerphilly Business Forum.</p>	<p>Menter laith Caerffili</p> <p>Corporate Policy</p>
3.3	Support the development and promotion of a directory of Welsh medium services available locally.	<p>'Local' to us at the College means Caerphilly and Rhondda Cynon Taf County because we have 1 campus in Caerphilly and 3 in RCT. Is it possible to create a directory / phonebook?</p> <p>During April-May 2017, Menter laith Caerphilly launched a directory of Welsh-medium services within the County. The directory was distributed widely across the county and the resource received a very positive response. We are currently discussing the potential of developing the information to be an online and interactive resource.</p> <p>Contributed to a directory of Menter laith's Welsh medium services launched in July 2017.</p>	<p>Coleg y Cymoedd</p> <p>Menter laith Caerffili</p> <p>Corporate Policy</p>

3.4	<p>Support and promote the development of Ffiliffest, Menter Iaith Caerffili's annual festival which celebrates the Welsh language and local heritage. This would include support from departments such as Tourism, Leisure, Arts Development, Youth Service and Communications.</p>	<p>Financial support and sourcing of creative people working in the Welsh language for Ffiliffest from Arts Development</p> <p>The College is happy to support Ffiliffest in any way we can.</p> <p>The CCBC Communications Team supports and promotes this annual event.</p> <p>During June 2017, the Menter held its summer festival, Ffiliffest, again this year at Caerphilly Castle. The festival was attended by nearly 4,000 people and the day was supported by Forum members as well as a number of other organizations. Invaluable support was received from Caerphilly Council's marketing and communications officers.</p> <p>During the festival, a program of diverse activities was provided for children and families as well as an area of video games and a stage with live music. The festival will be held again this year on June 9th and we are very keen to work with the various departments of the Council to further promote and develop the festival.</p> <p>Mudiad Meithrin supports with an event stall in the county Christmas Fair, Miri Meithrin</p> <p>We work closely with Menter Iaith by creating a link between them and the Council's services. We support them in meetings with specific services to try to build relationships and ensure that the collaboration is successful.</p>	<p>Arts Development</p> <p>Coleg y Cymoedd</p> <p>Communications Team</p> <p>Menter Iaith Caerffili</p> <p>Mudiad Meithrin</p> <p>Corporate Policy</p>
3.5	<p>Ensure Welsh language input and activities within CCBC community events programme (Big Cheese, Blackwood Beach Party, and Christmas Markets etc).</p>	<p>All arts projects developed with bilingual marketing</p> <p>The College is happy to contribute and participate in any way we can.</p> <p>Menter Iaith Caerphilly welcomes the opportunity to work with Caerphilly Council in order to increase the Welsh-medium activities that are available within its community events program.</p> <p>We talk to the Council's departments to raise awareness and to ensure Compliance with the Welsh language Standards in creating a bilingual marketing document.</p>	<p>Arts Development</p> <p>Coleg y Cymoedd</p> <p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>

<b>Strategic Area 4 – Welsh language Services</b>	<b>Vision: Promote and improve availability of Welsh-medium services in the borough</b>
Strategic Priorities	
<ul style="list-style-type: none"> <li>• The relevant language standards being operated.</li> </ul>	
<ul style="list-style-type: none"> <li>• Senior council managers should show a strong commitment to the Welsh language in collaboration arrangements, and 3rd party contract and commissioning documents</li> </ul>	
<ul style="list-style-type: none"> <li>• Welsh language classes made available to council staff and partner organisations</li> </ul>	

4.1	Continue to encourage all council departments to use the Iaith Gwaith badges and lanyards (Standard 68).	See 3.1 above.  See the response under 3.1 for Corporate Policy.	Communications Team  Corporate Policy
4.2	Support and encourage the Council's Welsh speaking staff and learners to use their skills in the workplace.	<p>All enquiries dealt with with bilingual greeting by all arts service staff, staff also practice and support each other's development.</p> <p>Member of the Families First Central Support Team attends Welsh classes and all staff answer phones bilingually.</p> <p>We wear badges and lanyards so that speakers and learners have the opportunity to use their spoken Welsh language skills. We have also provided a series of information on our portal to support staff in understanding the Welsh language Standards and how to implement them.</p> <p>Above the clocking-in clocks and at every lift on each floor at the Council's headquarters, there are frames on the wall that show the Phrase of the Week. There are a series of them including phrases for work but there are also some fun words such as Turkey (Twrci) and Stuffing (Stwffin) and Fireworks (Tân Gwyllt). Under the phrases is a phonetic description of how to pronounce the phrase.</p> <p>Desktop cards were created for staff on how to answer the phone bilingually, how to do bilingual out of the office messages, bilingual answer machine and automated telephone systems messages, Welsh first.</p> <p>The authority has an organization license for Cysgliad and the software will be available on all Council computers shortly.</p>	Arts Development  Families First  Corporate Policy

4.3	Plan to improve service provision based on feedback and the number of complaints received.	<p>The College will be subject to the Welsh language Standards from April 1st and therefore planning, monitoring and response to the requirements and complaints will be an essential part of the work of our Language Officer.</p> <p>We will ensure that any complaints received are recorded, investigated and that any changes that are required will be carried out in accordance with the Welsh language Standards.</p>	<p>Coleg y Cymoedd</p> <p>Corporate Policy</p>
4.4	Award scheme for Welsh learners' courses – Learner of the Year / Most Improved Service Area etc.	<p>The College is already offering opportunities to win these awards.</p> <p>The Acting Chief Executive is looking at how to put in place a Staff Identification Scheme and it is hoped that one of the awards will be one for a Service or Team that complies well or Bilingual Service/Team of the Month.</p>	<p>Coleg y Cymoedd</p> <p>Corporate Policy</p>
4.5	Group meetings/events for Council learners to practice.	<p>Member of the Families First Central Support Team attends Welsh classes.</p> <p>Menter Iaith Caerphilly is eager to support Welsh learners across the County and organize a program of weekly and monthly opportunities for them. We are keen to promote these opportunities among Council learners.</p> <p>We hope to establish something in the near future once we have employed additional staff for the team. It is hoped to use organizations such as the Menter Iaith to come in to discuss and promote their services.</p>	<p>Families First</p> <p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>
4.6	Contact partner organisations to determine how many Welsh Essential posts they have, the nature of the posts and how they are currently filled.	<p>The College does not contact partners about what essential Welsh language jobs are available but we point out to our Welsh speakers the relevant websites such as <a href="http://www.lleol.net">www.lleol.net</a> where a wide variety of posts are advertised as Welsh essential/desirable.</p> <p>In progress – set as new action.</p>	<p>Coleg y Cymoedd</p> <p>Families First</p>
4.7	Contact partner organisations to determine how many currently provide Welsh language Awareness Training to staff and how that training is provided.	<p>In progress – set as new action.</p> <p>Menter Iaith Caerphilly can provide language Awareness training tailored to specific sections.</p>	<p>Families First</p> <p>Menter Iaith Caerffili</p>

4.8	With the information collated above, develop a marketing programme including an annual Welsh language job fair to raise awareness among the community and young people of the potential career opportunities for Welsh speakers.	<p>The Sgil Iaith, Sgil Gwaith event is held every 2 years at the College where a wide range of employers are invited into the College to highlight how important Welsh is in the workplace and how much of an advantage it is to speak Welsh for many jobs in the public and private sectors.</p> <p>As noted previously, Menter Iaith Caerphilly is keen to support a Welsh-medium job marketing program and the opportunities within various sectors for Welsh speakers.</p> <p>The Council would be very interested in ensuring that such an event is being held to raise awareness amongst Welsh-medium school pupils and local students about the demand for Welsh speakers in workplaces and to ensure that they value the language. We will work together as a Fforwm Iaith (Welsh language Forum) to try and organize such an event.</p>	<p>Coleg y Cymoedd</p> <p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>
4.9	All council departments 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).	<p>Families First Central Support team will log any calls where relevant.</p> <p>The Council's individual departments must ensure that they record this and then make sure that every call made to that person is made in their preferred language. We will work with departments on how to put similar systems into operation.</p>	<p>Families First</p> <p>Corporate Policy</p>
4.10	Raise awareness of Welsh language provision of 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.	<p>A number of Adult Learning courses are available in Welsh and all participants are asked when they enrol if they require delivery in Welsh, as yet no one has taken up this opportunity. There have been no requests for courses in Welsh.</p> <p>We need a guide (a small brochure) that outlines what the local authority has to offer in terms of Welsh-medium services (the College has created one based on the RCT Council's).</p> <p>Welsh language presentation given at Interact event to many organisations</p> <p>Menter Iaith Caerphilly is keen to support Caerphilly Council in raising public awareness of the availability of Welsh-medium services as well as supporting the Council to measure progress in meeting the demands of the Active Offer.</p> <p>On the Council's letter template is the sentence '<b>You can correspond in any language or format. Correspondence in Welsh will not create any delays</b>'. We also advertise in Newline that '<b>We welcome calls in Welsh</b>'. The Social Services Directorate has also run a number of training sessions on the Active Offer for staff.</p>	<p>Community Education</p> <p>Coleg y Cymoedd</p> <p>Families First</p> <p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>

4.11	Develop improved partnerships between Council Departments and partners.	<p>Adult Education hosts 11, 30 week Welsh language courses at 3 of their venues across the county borough.</p> <p>The College is happy to work with the Council as we are all aiming for the same goal.</p> <p>Lots of discussion with partners over the course of the year has helped us to raise awareness of the standards.</p> <p>At meetings we will promote different partnerships including the organizations on the Fforwm Iaith (Welsh language Forum) with the Menter Iaith if applicable.</p>	<p>Community Education</p> <p>Coleg y Cymoedd</p> <p>Families First</p> <p>Corporate Policy</p>
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<b>Strategic Area 5 – The Workplace</b>	<b>Vision: Increase Opportunities for people to use the Welsh language in the workplace</b>
<b>Strategic Priorities</b>	
<ul style="list-style-type: none"> <li>• Increase Welsh language skills and awareness amongst local managers</li> <li>• Increase knowWelsh languageedge about the linguistic skills of staff who work within the Council and partner organisations.</li> <li>• Increase recognition that the Welsh language is a valuable skill in the workplace</li> <li>• Increase awareness of the importance of the Welsh language as a skill when recruiting, amongst those who are responsible for jobs and employment.</li> <li>• Enable and support fluent staff and staff who are learning, to use the Welsh language in the workplace.</li> <li>• Compliance by Commissioned Services and Independent Third Party Provision</li> </ul>	

5.1	<p>Increase partnership work between partners and the Council in order to promote the value of the Welsh language.</p>	<p>The College is aware of the importance of networking and working in partnership. Planning between the College and the Welsh-medium schools in Caerphilly and Rhondda Cynon Taff is underway to see if we can improve the offer to our young people by working together.</p> <p>Lots of discussion with partners over the course of the year has helped us to raise awareness of the standards</p> <p>Menter Iaith Caerphilly works in close partnership with a range of Council departments including: Youth Service, Early Years and Childcare, Economic Development, Rural Development Plan Team, Countryside and Parks, Policy and Co-ordination Team. This work involves carrying out work on their behalf or working together to develop and deliver Welsh-medium services. We are keen to see these opportunities increasing to ensure that the public can access a wide range of Welsh-medium services. We see that there is a wider potential to develop service level agreements with departments to improve Welsh-medium provision by exploiting the experience and expertise of the Menter.</p> <p>Monthly meetings between Mudiad Meithrin and the County's Early Years department to report on our work</p> <p>At meetings we will promote different partnerships including the organizations on the Fforwm Iaith (Welsh language Forum) with the Menter Iaith if applicable.</p>	<p>Coleg y Cymoedd</p> <p>Families First</p> <p>Menter Iaith Caerffili</p> <p>Mudiad Meithrin</p> <p>Corporate Policy</p>
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5.2	Encourage businesses and the voluntary sector to use the laith Gwaith badges and lanyards and to develop a bilingual image.	<p>As part of Menter Caerffili's Welsh language in Business project, the Project Officer distributes badges, open and closed signs and lanyards for the businesses and organizations of the County. As well as the wider support for businesses, these products ensure that a number of businesses can develop a bilingual image that encourages the Welsh speakers of the County to request a Welsh-medium service.</p> <p>We work in partnership with Menter laith and are happy to support and encourage small businesses and the voluntary sector to use laith Gwaith badges etc.</p>	<p>Menter laith Caerffili</p> <p>Corporate Policy</p>
5.3	Develop a joint campaign raising awareness of all partner organisations' existing Welsh language services e.g. phone lines, self-service machines etc.	<p>The College is happy to take part and contribute in a joint campaign of this type.</p> <p>We would be happy to work together on this campaign, we may build on and expand Menter laith's directory of Welsh language businesses.</p>	<p>Coleg y Cymoedd</p> <p>Corporate Policy</p>
5.4	Ensure appropriate Welsh language training is available to staff to learn Welsh from basic to advanced/proficient	<p>2 staff from arts development and 1 marketing staff undergoing Welsh language courses at differing levels</p> <p>The College offers free opportunities for all staff to learn Welsh at their relevant level by attending internal INSET classes/attending Welsh for Adults classes in the community / by being part of the <i>laith Gwaith</i> project.</p> <p>Welsh language training is available to internal staff. External partners have asked how they can access more learning and this is an action for us to follow up.</p> <p>Cylch Meithrin Coed Duon and Cylch Meithrin Dewi Sant are part of the 'Croesi'r Bont' scheme using a definite structure of Welsh language transmission for children cylchoedd Meithrin.</p> <p>We have been providing Welsh in the Workplace Courses for staff since 2001 from a taster to proficiency level. We also offer online courses such as 'Say Something in Welsh' and a 10-hour Welsh Work online course. The courses are offered flexibly and free of charge with staff being supported to attend courses.</p>	<p>Arts Development</p> <p>Coleg y Cymoedd</p> <p>Families First</p> <p>Mudiad Meithrin</p> <p>Corporate Policy</p>

5.5	Establish promoting Welsh as a recognised objective for managers so that they are able to provide evidence of the work undertaken to increase Welsh speaking staff and promote Welsh medium services.	<p>The College has an audit system where Managers have to justify appointing a new member of staff with/without wanting Welsh language skills.</p> <p>Families First Central Support Team Welsh language Action Plan has been created specifically for our team.</p>	<p>Coleg y Cymoedd</p> <p>Families First</p>
5.6	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.	<p>Following the success of producing a directory of the County's Welsh medium businesses and services, Menter Caerffili is currently investigating the opportunities to develop the resource as an 'app' or a digital interactive version. Adequate funding will be required for this work as well as gathering feedback from existing users of the resource.</p> <p>We contributed to the Menter Iaith directory of the businesses I was aware of which provide a service in Welsh. I like the idea of having an app.</p>	<p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>
5.7	Promote the opportunities to follow a career through the medium of Welsh locally as a partnership of organisations.	<p>The College is already doing so as an individual organization when inviting the partners in and giving them the opportunity to discuss the opportunities available to pursue a career through the medium of Welsh in their areas. Happy to contribute to similar events.</p> <p>In partnership with members of the County's Fforwm Iaith, Menter Iaith Caerphilly is committed to promoting the opportunities locally to pursue a career through the medium of Welsh. We welcome the opportunity to contribute to any marketing campaigns or opportunities to target specific sectors.</p> <p>The Urdd Youth Officer is part of this at Ysgol Gyfun Cwm Rhymni.</p> <p>Mudiad Meithrin has made contact with Ysgol Gyfun Cwm Rhymni to offer a presentation and the Early Years working opportunities.</p> <p>We have been promoting jobs with the council at Coleg y Cymoedd's Sgil Iaith Sgil Gwaith event. Pupils and students need to know how valuable the Welsh language is in searching for a job or choosing a career. Happy to work with partners to hold a Jobs Fair.</p>	<p>Coleg y Cymoedd</p> <p>Menter Iaith Caerffili</p> <p>Urdd</p> <p>Mudiad Meithrin</p> <p>Corporate Policy</p>

<b>Strategic Area 6 – Infrastructure (Policies and Practise)</b>	<b>Vision: Organisations and services integrate the Welsh language into policies and activities.</b>
<b>Strategic Priorities</b>	
<ul style="list-style-type: none"> <li>• Ensure that the impact assessment processes consider Welsh language issues in line with Welsh language Standards 88-90.</li> <li>• Ensure that the Council’s policy development practices comply with the relevant Policy Making Standards</li> <li>• Ensure that the review of this Strategy is undertaken in 5 years as required by Welsh language Standard 146.</li> </ul>	

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).	<p>All consultations are available in Welsh / we sought the language choice of those completing.</p> <p>Menter Iaith Caerphilly already works in partnership with Caerffili Council to ensure that the County's Welsh speakers can contribute to consultations through the medium of Welsh. During the period in question, the Menter has supported the Viewpoint Panel, through co-ordinating and leading a Welsh-medium panel. In addition, the Menter supported the preparation of the Well-being Assessment and the draft Well-being Plan by facilitating a session in Welsh with member of the public. We welcome further opportunities to support the Council's consultation exercises.</p> <p>We ensure that departments create a consultation ethos bilingually and support Welsh speakers to take part in those consultations. We work closely with Menter Iaith which helps when the Communications Team organizes the Viewpoint Panel on different topics. We would be happy to facilitate these events to maintain a board of Welsh speakers and learners.</p>	<p>Families First</p> <p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>
6.2	Welsh language as an integral part of developing and impact assessing proposed Caerphilly County Borough Council policies.	Under section 6 of the Council's report template, namely Equalities Implications consideration should be given to the Welsh language. There is guidance available to staff on our portal and members of staff should be aware of the Welsh language Standards and consider them when writing policies. They should ensure that there is no negative impact on the Welsh language and that the Welsh language is not treated less favorably than the English language.	Corporate Policy
6.3	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.		

6.4	Encourage wider partners to have the Welsh language as an integral part of developing and impact assessing proposed policies and practices.	<p>Thanks to the Welsh language Standards, all public sector organizations will have to consider Welsh in everything!</p> <p>Lots of discussion with partners has helped us to raise awareness of the standards</p>	<p>Coleg y Cymoedd</p> <p>Families First</p>
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