

Welsh Language Scheme Annual Monitoring and Improvement Report 2014 - 2015

Prepared in accordance with the requirements of the



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

30th June 2015

A greener place
Man gwyrddach



Contents

Section	Page
Introduction	2
1. Welsh Language Scheme Compliance	3
2. Welsh Language Front Line Services i) Welsh Language Service at main receptions, contact centres etc. ii) The Updated CCBC Website iii) Standards of Service	7
3. Scheme Management and Administration i) Language Ability ii) Procurement	11
4. Linguistic skills: comparing service needs and capacity i) Welsh in the Workplace Training / Awareness Training	12
5. Mainstreaming i) Impact Assessments on New and Updated Policies ii) Supplementary Guidance to CCBC staff iii) Diwrnod Shwmae	13
6. Analysis of Performance by Priority and Target i) Service Delivery and Self-Evaluation	20
7. Publishing Information on Performance i) General ii) Welsh Language Performance iii) Other Information	21
8. Team Information	22
Appendix A - Linguistic Profile Of Workforce - Welsh Language Ability by Service Area and Fluency as at 31 st March 2014	i
Appendix B - Updated Equality Impact Assessment Form	vii
Appendix C - Service Area Self-evaluation template	xiii

Introduction

Caerphilly County Borough Council remains committed to providing the best bilingual service possible to residents and visitors, both fluent Welsh speakers and those who are learning the language, children and young people and adults alike.

The Council's 5th Welsh Language Scheme was approved by the Council on 13th March 2012 along with the first Strategic Equality Plan. The Council is implementing both policies, together with a fully integrated action plan under both, in order to maximise the use of resources by mainstreaming the full range of work required, much of which is similar.

This report reflects progress made during the 2014-2015 financial year and looking ahead, in moving into the final operational year of both policies, despite the problems noted in this report under the Complaints section and some lack of progress in certain areas, the integrated approach has proved successful in embedding Welsh language issues into many areas of the Council's work.

A great deal of internal discussion and debate has already taken place around the new Welsh Language Standards, and this will continue when the draft Compliance Notice is received in June 2015, in order to prepare for any new action plan ready for 2016.

In order for Welsh Language matters to be properly scrutinised and considered, the annual report has been through the internal endorsement process via the Corporate Management Team on 21st May 2015, Policy and Resources Scrutiny Committee on 2nd June 2015 and then Cabinet on the 17th June 2015.

The annual report was then presented to the Welsh Language Commissioner's Office on the 30th June 2015.

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.

Related information on Welsh Language issues can also be found on the Linguistic Skills page, the Equalities Guidance page and the Equalities Training page and in the other documents mentioned throughout this report.

Councillor Keith Reynolds
Leader
Caerphilly County Borough Council

Chris Burns
Interim Chief Executive
Caerphilly County Borough Council

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.

Annual Monitoring and Improvement Report 2014 - 2015

1. Welsh Language Scheme Compliance

Section 5 of the Welsh Language Scheme includes the 6 specific Welsh Language Indicators (**WLI 1-6**) as part of a set of 24 actions.

ACTION	OUTCOME	PROGRESS
<p>WL Indicator 3 To ensure that Welsh Language issues are an integral part of all e-Government projects.</p>	<p>Internal systems are upgraded to be able to record language choice of users, bilingual front-end interfaces are created etc.</p>	<p>Ongoing as standard practice.</p>
<p>To make 40% of website available in Welsh during the first year, minimum of 10% increase per year afterwards on a rolling programme basis (HTML web pages - this % target does not include pages in downloadable documents).</p>	<p>Demonstrable progress during 2012/2013 on key sections of the website so that Welsh speakers have an increased ability to access online council services and information in Welsh.</p>	<p>See Section 2) ii of this report for further information.</p>
<p>Update of Welsh Language Scheme Editorial Policy.</p>	<p>Greater awareness of bilingual requirements amongst new and existing staff.</p>	<p>Completed, but will be updated with the introduction of the Welsh Language Standards.</p>
<p>To develop an updated set of minimum standards for Council publications.</p>	<p>Council publications comply with the different requirements of the updated Equalities and Welsh Language legislation.</p>	<p>Ongoing as standard practice.</p>
<p>Development of a new Public Engagement Strategy and updating of related guidance to ensure that public engagement/consultation exercises properly take into account equality issues and include all groups in the community to obtain a broad range of opinion.</p>	<p>All public engagement/consultation exercises reflect the requirements of the Equalities duties.</p>	<p>Ongoing as standard practice.</p>
<p>To identify appropriate methods of promoting Council services to different and specific groups in the community and to ensure that the new Public Engagement Strategy reflects appropriate methods of communication.</p>	<p>Use of all forms of media, language and format that are appropriate for engaging with all sections of the community.</p>	<p>Ongoing as standard practice.</p>

ACTION	OUTCOME	PROGRESS
To identify service needs of specific groups and identify the barriers to accessing services and the actions required to remove those barriers.	Ensuring robust methods of data collection and analysis for all public engagement exercises including surveys, complaints and other available means, to identify specific actions necessary to ensure that individual service needs are considered and met.	Ongoing as standard practice.
To undertake 4 Welsh Language projects in partnership with the Menter Iaith.	Projects undertaken by the Menter Iaith that would not be able to be achieved by the Council alone.	Completed.
To ensure consistent, accurate and robust collation and recording of employee information in terms of Equality data utilising the capacity of the iTRENT payroll database with ongoing data cleansing. Also WL Indicator 5.	Production of anonymised Equalities and Welsh Language quarterly staffing reports based on ongoing data collection and cleansing exercises for publication and use in the Annual Equalities reports.	See Section 2 i) , Section 3) i and Appendix A of this report for staff data.
To offer staff, elected members and partner organisations a comprehensive Equalities training programme and continue to increase course provision and course take-up. Also WL Indicator 4.	Council staff, elected members and staff from partner organisations are appropriately trained in Equalities issues and a quarterly list of Equalities courses produced and circulated.	See Section 4 of this report for summary details. The full Training report is online at www.caerphilly.gov.uk/equalities
To monitor the number and percentage of elected members and staff who have received training in Equalities and Welsh language. Also WL Indicator 4.	Annual Report prepared at the conclusion of each academic year and after consultation with officers and training partners, and submission to Policy and Resources Scrutiny Committee, published on the website during the Autumn.	See Section 4 of this report for summary details. The full Training report is online at www.caerphilly.gov.uk/equalities
To offer staff the opportunity to form their own workplace support networks for specific groups - initial meeting organised centrally with future meetings being the responsibility of the group.	Groups or networks are set up for those wishing to have them, both for mutual support and in order to provide the EEG and other groups with suggestions and comments.	Ongoing as standard practice but no groups are currently running.
To issue supplementary guidance corporately or to service areas on specific areas of work.	Minimum of 3 sets of guidance to be produced per year.	See Section 5) ii) of this report for information on supplementary guidance.

ACTION	OUTCOME	PROGRESS
To distribute quarterly Equalities and language skills statistics to assist with service planning in relation to Service Improvement Plans.	Quarterly statistics circulated to Heads of Service.	See Section 6) i for progress information.
WL Indicator 2 To undertake a corporate exercise with HR and Service Managers to identify posts where Welsh skills would be essential. Also other language skills e.g. BSL where relevant.	A number of agreed posts in every Service Area have a linguistic element as a basic part of the job description. Alternatively, a team-based approach could be adopted if more practical.	No progress since last year's report, but still planned and tied in to the <i>iTrent</i> data cleansing work.
To develop full proposals for a Language Services Directory.	Directory produced and distributed.	No progress since last year's report, but still planned and tied in to the <i>iTrent</i> data cleansing work.
To ensure that arrangements are in place to strategically monitor the progress of the Strategic Equality Plan (SEP) and Welsh Language Scheme (WLS) and to produce annual monitoring and improvement reports on the progress achieved and any areas of concern, and overall compliance with statutory duties.	Annual reports submitted for approval to Corporate Management Team, Policy and Resources Scrutiny and Cabinet internally and then submitted to the relevant bodies. Ad hoc information reports to be produced where relevant or where specifically requested.	Completed each year by the deadline date. See also Section 7 ii) for additional information.
To adopt and implement a standing directive that reports presenting new or updated policies and initiatives carry an assessment of the likely impact of the SEP and WLS.	Reports demonstrate clear links to the Equalities and Welsh Language agenda.	See Section 5) i for progress information.
To produce a corporate list of policies, strategies and plans and update the list regularly.	Updated list produced and made available quarterly.	See Section 5) i for progress information.
Each service to ensure that it has equality targets in its Service Improvement Plan (SIP).	Using SIP reports and EIAs undertaken, services will mainstream Equalities issues in their own action plans.	See Section 6) i for progress information.
Undertake annual Equality audit of all Service Improvement Plans to establish progress each service has made.	Report produced showing good practice and areas for improvement for following year.	See Section 6) i for progress information.
Each service area to undertake Equality Impact Assessments (EIAs) on all policies.	EIAs undertaken and published on CCBC website.	See Section 5) i for progress information.

ACTION	OUTCOME	PROGRESS
<p>To monitor the number and type of complaints received that contain an Equalities aspect and whether they are dealt with in accordance with corporate standards and provide appropriate training if required. Also WL Indicator 6.</p>	<p>Complaints reporting will be part of the annual report.</p>	<p>See Section 2) iii for the 2014-2015 information.</p>
<p>To ensure that Council contract specifications include an Equalities and Welsh Language pre-tender questionnaire and include the Equality in Procurement Policy as standard information. Also WL Indicator 1, specifically :-</p> <ul style="list-style-type: none"> (i) care services (ii) youth and leisure services (iii) pre-school provision 	<p>All contractors are aware of their Equalities and Welsh Language responsibilities when discharging functions on behalf of the Council.</p>	<p>See Section 3) ii for general details.</p>

2. Welsh Language Front Line Services

i) **Welsh Language Indicator 2 - an ability to guarantee a Welsh language service at main receptions, contact centres or one stop shops**

Payroll Data

As shown in detail in **Appendix A**, despite still showing relatively low numbers of Welsh speakers recorded as employed by the Council, the efforts made to increase the numbers of those recorded (in terms of Welsh Language and other categories in the Equalities and Language data held on **iTrent**) has again delivered improved results for 2014-2015.

This year's figures stand at **511** as at the end of March 2015 compared with **406** as at the same period last year.

ii) **The Updated CCBC Website**

The corporate website was re-launched in November 2014 with a new design and updated content.

Though the website was not fully bilingual at the relaunch, 10 major sections were translated and online by that date, and a rolling programme of further sections has continued covering 20 other areas.

It is now estimated that over 50% of the new site is bilingual with more sections going online each month.

One issue that has arisen is around the micro-sites (i.e. the stand-alone sections not specifically part of the corporate site) and that is a priority for the coming year, but due to limited resources the main site relaunch took priority at the time.

A full analysis of the site by the Web team in IT is due to take place over the summer of 2015.

iii) Welsh Language Indicator 6 - Standards of Service

Section 3.2 of the **Welsh Language Scheme 2012** defines what is considered a complaint in terms of the Welsh Language and is in line with the Council's overall Complaints Procedure :-

3.2 COMPLAINTS

3.2.1 A complaint can be defined as a situation where a member of the public, or a group, is not satisfied with the standard of a service, or the action or lack of action by the Council or a member of staff. In the context of the Welsh Language Scheme, complaints can be further defined in two ways:-

- i) Complaints in Welsh that concern a specific service area;
- ii) Complaints in either language, concerning the implementation of the Welsh Language Scheme itself.

3.2.2 All complaints will be dealt with in accordance with the corporate Complaints policy, but with the added need for translation of all incoming and outgoing correspondence on the matter, in line with the Editorial Policy (see **Appendix A**).

3.2.3 Complaints can be made in writing, by telephone or by email to the Council's dedicated address **complaints@caerphilly.gov.uk**.

Significant changes and improvements have been made to the way Welsh Language complaints, along with all other wider Equalities complaints, are recorded, monitored and reported upon internally.

Equalities and Welsh language complaints data (when relevant) now forms 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 also now part of the corporate Learning From Complaints Group that meets quarterly to discuss specific and cross-cutting complaints.

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

Code of conduct issues around staff behaviour or attitude are dealt with via internal HR processes. 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.

During 2014 - 2015, there have been **40** instances that can be therefore classed as complaints under both schemes - **26** Welsh Language complaints and **14** Equalities related complaints. Over the next few pages, the following tables are summaries of the complaints, though the full detail of each has been removed for this report to maintain the anonymity of those making the complaint.

Complaints by Directorate

DIRECTORATE	EQUALITIES	WELSH LANGUAGE	TOTALS
Corporate Services	1	10	11
Education	4	5	9
Social Services	1	0	1
Environment	8	11	19
TOTALS	14	26	40

Complaints by Outcome

DIRECTORATE	UPHELD	NOT UPHELD	PARTIALLY UPHELD	ONGOING
Corporate Services - Equalities	0	1	1	0
Corporate Services - Welsh Language	6	2	0	1
Education - Equalities	1	2	0	1
Education - Welsh Language	1	0	3	1
Social Services - Equalities	0	1	0	0
Social Services - Welsh Language	0	0	0	0
Environment - Equalities	3	3	0	2
Environment - Welsh Language	6	3	3	0
TOTALS	17	12	7	5

(NB - one Environment Welsh language complaint was in two related parts, one upheld, one partially upheld so the totals here show 1 outcome more than the actual totals in the other breakdowns)

Upheld	=	On investigation, the complaint was valid and therefore upheld.
Not Upheld	=	On investigation, the complaint was not valid and therefore not upheld.
Partially Upheld	=	If the allegation of process failure or conduct contained an element of discrimination, or the complaint was in more than one part, aspects may have been a valid complaint but other parts may not have been upheld.
Ongoing	=	At the time of preparing the report, no final date to close the complaint has been reached.

Complaints by Timescales

TIMESCALES (IN WORKING DAYS)	EQUALITIES	WELSH LANGUAGE	TOTALS
0-10	6	19	25
11-20	3	2	5
21-50	1	2	3
51-70	0	0	0
71+	1	1	2
Ongoing (no final calculation yet)	3	2	5
TOTALS	14	26	40

(NB - these timescales cover the Equalities and Welsh language response elements to complaints and so in some cases may differ from the overall Council response time, where other departments also had contributions to make to the full and final response to the complainant.)

The corporate target for responding in full to a complaint is 20 working days, therefore the overall performance shown here is very good. 19 of the 26 Welsh Language complaints were dealt with in less than half the corporate target timescale.

The Welsh Language complaint of over 70 days involved a number of issues and was one that involved the complaint escalating to the Welsh Language Commissioner. It should be noted however that despite the length of time shown, all parties were kept in constant touch in order to update them on progress.

2 complaints in total were escalated to the Welsh Language Commissioner formally, with one further complaint being copied in but with no further action required. In both formal cases, the Welsh Language Commissioner’s Office were satisfied with how the Council subsequently responded to and dealt with those issues.

Complaint Themes

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

The remaining 4 can be classed as “prevention”, where an individual has alleged that the Council’s failure to provide a Welsh language face-to-face or telephone service in Welsh has prevented them being able to speak Welsh with a council employee or representative.

3. Scheme Management and Administration

i) *Welsh Language Indicator 5 - Language Ability*

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 2015 show the following numbers:-

Directorate	Total Staff	Welsh Speakers	Percentage
Corporate Services	1,086	104	9.58
Social Services	1,504	66	4.39
Environment Group	2,419	80	3.31
Education and Lifelong Learning	4,762	275	5.77
Total	9,305	511	5.49

The full year-end breakdown of Council staff's Welsh Language ability for 2014 - 2015 can be seen in [Appendix A](#).

Staff Language Choice

One system improvement to note is that *iTrent* now allows Welsh speaking members of staff to record their own language choice, and currently **7** staff members have opted to have any correspondence from HR sent to them in Welsh. No active language choice offer has yet been made across the board, but this will happen as the Welsh Language Standards come into force.

ii) *Welsh Language Indicator 1 - Procurement*

Previous Annual Monitoring and Improvement Reports have noted how corporately, Equalities and Welsh Language requirements have been included in all Pre-Tender Questionnaires from the Procurement team, included in Social Services Commissioning guidance and in the specific contract requirements in Building Consultancy.

Tenders submitted are monitored for compliance with the questions asked in Equality in Procurement documents, and if any indicate they do not or cannot comply, they are signposted to support and guidance on adopting or developing Welsh Language Schemes of their own.

Records for 2014-2015 indicate that **154** contracts have been offered for tender by the Council's Procurement section, and **1192** companies invited to tender for them.

4. Linguistic skills: comparing service needs and capacity

i) *Welsh Language Indicator 4 - Welsh in the Workplace Training and Language Awareness Training*

By the current academic year 2014-2015, **1429** 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.

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)
TOTALS	823	606	1429	(129)

The lower numbers attending this year, and the higher percentage of those withdrawing from courses, appear mainly to be due to increasing work pressures as services contract. The introduction of the Welsh Language Standards may have the opposite effect in future but this trend will be closely monitored.

In preparation for the Urdd Eisteddfod in May 2015 (being hosted by Caerphilly CBC at Llancaiach Fawr Manor), a Mynediad 1 Welsh course was arranged for the staff there in order to assist them in dealing with the Welsh speaking visitors to the national event and to increase their skills longer term for future visitors.

The full training report for the academic year 2013-2014 can be found online at www.caerphilly.gov.uk/equalities on the Training page, and the report for the academic year 2014-2015 will be published there by the Autumn of 2015.

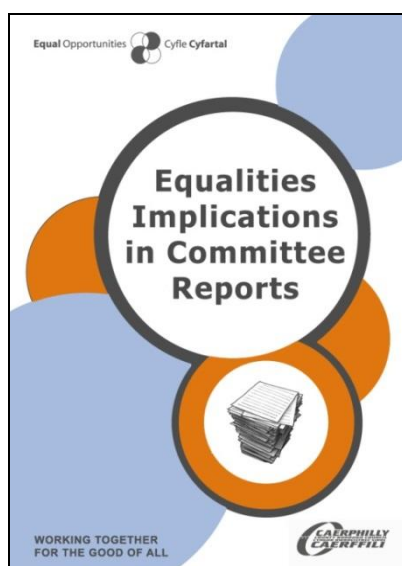
5. Mainstreaming

i) *Impact Assessments on New and Updated Policies*

Equality Impact Assessments (EIAs) covering Equalities and Welsh Language issues are undertaken on corporate policies and this progress began full implementation in February 2012, from when all council reports were required to contain an Equalities Implications heading.

As EIAs are a requirement of both the **Strategic Equality Plan 2012** and the **Welsh Language Scheme 2012**, the Council has an integrated assessment form to ensure a consistent approach.

General guidance for staff is available on the Equalities and Welsh Language intranet Portal, in the following document:



2014-2015 Data

The list of reports and projects can be found on the Assessing the Services page on the Council's website at www.caerphilly.gov.uk/equalities - these have had either a full impact assessment on them or were sent to the Equalities and Welsh Language team for consultation comments.

231 reports, policies and savings proposals were impact assessed or had consultation comments provided for them during the financial year, though many did not have any significant or direct implications due to the subject matter and so did not require a full impact assessment.

This is a significant increase on the **157** reports and policies undertaken in 2013-2014 and more importantly, **43** individual assessments were undertaken on savings proposals for the Council's 2015-2016 budget and these are also published on the above web page link.

As part of this work around the budget setting process, the Council's Impact Assessment Form was updated in December 2014, and is shown in this report as **Appendix C**.

An evaluation of the older form that had been in use since 2012 identified that users needed some general notes on usage in addition to the Guidance document, which was not always referred to or known about by some staff who were tasked with completing the EIA form.

The Guidance document was re-circulated during 2014 to raise awareness of the help available but in December 2014, the EIA form was updated to include an introductory page covering the basics and a new question added, based on work undertaken by Rhondda Cynon Taf CBC - around mitigating factors that would help explain the context of some decisions and offset any potential negative impacts.

Impact assessments are part of a sequence of events that have to happen in order to fully embed Equalities and Welsh Language issues and so the Equalities Consultation and Monitoring Guidance document was also updated in order to reinforce the practice that proper and full consultation with groups and individuals representing the various protected characteristics helps make the EIA process that much more robust and straightforward.

ii) *Supplementary Guidance to CCBC staff*

As noted in the introduction, since 2012 the overall aim of the Council's approach has been to integrate and mainstream Welsh Language issues alongside the wider Equalities agenda, into all aspects of the work undertaken by the various service areas.

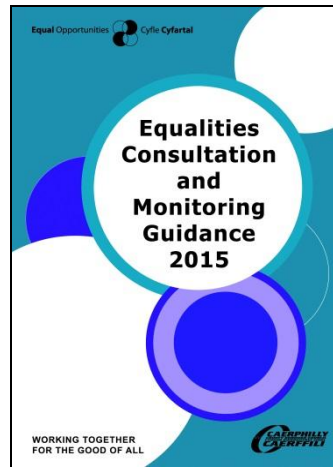
The supplementary guidance produced this year in many ways reflects that approach. One existing document has been updated during the year and two new ones have been developed.

Each covers a totally different subject matter as it's main function, but each ensure that the Welsh Language is an integral part of that function.

One is a corporate resource, one is a specific service area resource but has been shared across the UK already, and the third is a resource that has received hugely positive feedback within the council, the county borough and across Wales.

These documents can be found on the Council's external website at www.caerphilly.gov.uk/equalities and on the intranet Portal for Council staff members and elected members.

a) Equalities Consultation and Monitoring Guidance



The Equalities Consultation and Monitoring Guidance document has been in place since 2011 but needed to be updated for several reasons.

As part of the increasing pressure on local authorities to reduce and restructure services and the increasing scrutiny on any decisions being made, the guidance was updated and recirculated in order to reinforce the practice that proper and full consultation with groups and individuals representing the various protected characteristics helps make the EIA process that much more robust and straightforward.

It also had to be updated as the section containing information on voluntary sector groups was in need of editing as a few had ceased to operate for a number of reasons.

The section on consultation questions was also expanded to roll out the new consultation question that was trialled last year. Instead of asking a series of statistical questions on the person being consulted with, a more open question is offered as an option asking how the specific project, proposal or policy would affect them as an individual.

This allows people to express concerns or issues that affect them as individuals and can be a far more effective consultation tool than simply knowing that 25% of respondents were Welsh speakers for example.

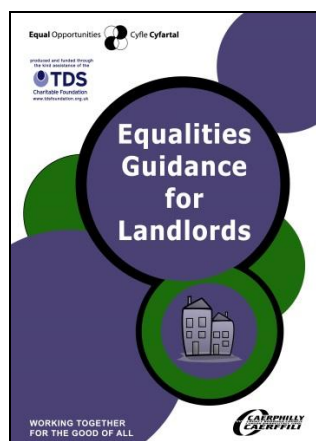
Getting qualitative feedback from Welsh speakers about their experiences, either positive or negative is also more in line with the aims of the Welsh Language Standards and “More Than Just Words” in terms of identifying where the rights of Welsh speakers may have been denied, or to identify good practice to use as case study examples across other service areas.

b) The Landlords Project and Guidance Document

Though at first glance this may appear to be more relevant to the Equalities agenda than the Welsh Language one, this is perhaps the best example of the integration and mainstreaming work mentioned previously, to embed Welsh Language issues as a norm within very different areas of work.

In the spring of 2014, Caerphilly CBC's Council's Housing team contacted the Equalities and Welsh Language team for advice following a number of recent examples of case law around tenancy issues that had equalities/ discriminatory aspects to them.

Landlords, whether council, social or private are regularly provided with support and information on legal matters relating to building regulations, health and safety issues and a range of other practical matters that have an impact on their role. Little has been offered in the past however around Equalities and Welsh Language related guidance and those aspects of the relationship between landlords, tenants and even neighbours.



The bilingual guidance document provides landlords with greater access to Equalities and Welsh Language information and support when dealing with tenants from different backgrounds. The guidance is split into five sections and two appendices.

Section 1	-	Introduction and Background
Section 2	-	Case Law Example
Section 3	-	Know your Tenant - a Practical Guide
Section 4	-	Community Cohesion and Hate Crime
Section 5	-	Training Opportunities
Appendix A	-	Model Tenant Monitoring Form
Appendix B	-	List of Contact Organisations

As producing Equalities guidance is a target for the Equalities and Welsh Language Team each year, initially the costs of producing and publishing the bilingual guidance document was part of core costs for the Council, met from the existing corporate budget.

The team are always looking for ways of securing additional funding and resources however, and thanks to the use of a system known as Grantfinder, a member of the team found a source of potential grant funding to support this particular project.

The Tenancy Dispute Service, known as the TDS Charitable Foundation, is the UK's leading provider of insurance based tenancy deposit protection, and works to advance education amongst landlords and tenants about private rented housing rights and obligations.

The TDS had £35,000 available in each quarter to fund projects which support this aim, and its first round of funding was made available in 2014/2015, where the Foundation invited bids of up to £20,000 for projects. In a press release the TDS noted that it was "*overwhelmed by applications from charities, tenant and landlord groups, local councils, and other organisations*" in the first round.

The Council's Equalities and Welsh Language Team submitted a bid to the Foundation for £5,000 to both expand the print run for the guidance document and allow landlords in the county borough to access the Council's Equalities and Welsh language training for free until March 2015.

£35,000 was available in the first round, however the Foundation received bid applications worth over £500,000. Caerphilly County Borough Council was one of only five bodies from around the UK (and the only one in Wales) to be successful and share in grants from the first round of national funding.

The guidance and the training provision were reported to the Caerphilly Homes Task Group (CHTG) on 30th October, with hard copies of the guidance and a press release from the TDS about the 1st round of funding included with the report as appendices.

The CHTG were very positive about the guidance document and the shared training element. It was also reported to the local homelessness forum and the Council's Communications team issued a press release about the project.

The pdf copies were placed on the Council's updated website - under www.caerphilly.gov.uk/equalities in the Information and guidance section during November 2014.

A series of Equalities and Welsh Language awareness training sessions were booked in across the county borough for Housing staff, social and private landlords, and letting agencies and an experienced Equalities trainer, Helen Stephens, was brought in to deliver the sessions after being briefed on the target audience.

The training courses were delivered as follows:

- Moriah Church Hall, Risca - 25/11/14
- Rhymney Room, Penallta House, CCBC HQ, Ystrad Mynach - 02/12/14
- Tredomen Business Centre, Ystrad Mynach - 09/03/15
- ICE Centre, Britannia House, Van Road, Caerphilly - 18/03/15

Across the 4 sessions, 39 people attended:

- 25 private Landlords
- 6 Lettings Agents
- 6 Caerphilly CBC Housing staff
- 2 Rhondda Cynon Taf CBC employees

One member of the Council's Equalities and Welsh Language team attended an Equalities and Human Rights Commission (Wales) event on Monday 2nd Feb and took some of the booklets along to share out.

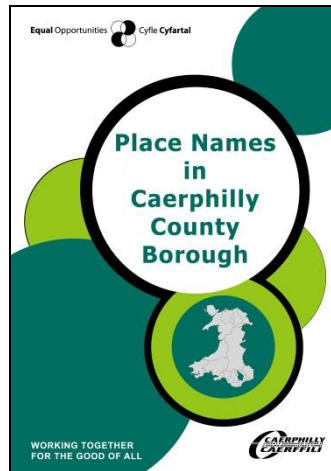
On the 6th March 2015, two member of the Council's Equalities and Welsh Language team and one from Housing attended a Tai Pawb conference at Cardiff International White Water Centre to give a presentation on the Council's Housing work and upcoming legislative changes, and the Landlords project as a specific section.

The link to their news page where they refer to the conference and the presentation is - <http://www.taipawb.org/article.aspx?nref=167>

In terms of Welsh Language relevance, aside from being fully bilingual, the guidance document's Training information includes a range of Welsh Language courses, the Model Monitoring Form allows the tenants to note to the landlords if they are Welsh speakers, and the Contact Organisations include the Urdd and the local Menter Iaith.

The 39 people attending the training sessions were also provided with basic information about Welsh Language issues and legislation in Wales alongside the wider Equalities agenda.

c) **Place Names Booklet**



When the Council's first Welsh Language Scheme was launched in 1998, the Council's Highways department contacted the Welsh Language Officer to get an alphabetical list of the place names in the area to ensure that the bilingual signage being put in place from then on had the correct translations in both languages and also were correct in terms of use of capital letters and hyphens and other such issues.

What began as that list evolved by 2014 into a detailed booklet containing not only the basic place names information but also grid references, phonetic spellings and a history of the way that place name has changed and developed over the years, some as much as over a thousand years. As such, it has become a resource that covers Welsh language issues, history and heritage and geography.

A number of presentations have been made on the place names booklet, in English and Welsh, to local community and history groups and to classes of Welsh learners. The booklet has also been distributed at the annual conference of the Welsh Place Names Society.

iii) **Diwrnod Shwmae October 2014**

The Council took part in 'Diwrnod Shwmae' on 15th October 2014, by promoting the use of the Welsh language across the organisation and showing that the Welsh language belongs to everyone – fluent speakers, learners or even those who may be shy of using their Welsh language skills.

Members of the Equalities and Welsh Language team were located in the Penallta House Glass Restaurant between noon and 2pm on the day, offering an opportunity for staff to sign a pledge to agree to promote and support Welsh in the workplace in return for some promotional merchandise, which included the branded Cymraeg lanyard, a Diwrnod Shwmae mug and copies of the Place Names Booklet. 108 people signed the pledge, the first being the Interim Chief Executive, and the list includes both staff and elected members.

6. Analysis of Performance by Priority and Target

i) *Service Delivery and Self-Evaluation*

During 2014, the service improvement plan process within the Council was updated to focus more on service delivery and self-evaluation, to include a range of data and intelligence to evaluate a service area's work and to draw a conclusion as to how effective that service is.

The Improvement legislation (2009) advises that each authority must 'assess' itself and then publish to the public how it has performed. The legislation recommends certain aspects to take into account when undertaking this work (e.g. analysing performance indicators) before publishing to the public, however, the legislation does not prescribe any specific model for doing so. This means it is up to the Council to decide how self-evaluation will be undertaken by its services within the Council.

The Auditor General for Wales has stated that he wishes to see public services developing their own abilities to constructively evaluate their services placing less reliance on the Regulatory bodies. This move can only be successful within an environment where self-evaluation is honest, consistent, robust and subject to challenge.

How well a service is performing can be subjective, for example a service could be financially sound however its customers may be dissatisfied with the service they are receiving, therefore, drawing on a range of data and intelligence is important in reaching a more accurate and overall judgement of performance. The self-evaluation should be based on evidence that should be readily available in the event of challenges.

The Self-Evaluation Template consists of 7 sections – Performance & Service Development Activity Assessment, Customer Assessment (what our customers say), Financial Assessment, Workforce Assessment, Auditors/Regulators assessment, Equalities and Welsh Language Assessment and 'Changes in the Landscape'.

The Equalities and Welsh Language Assessment is shown in **Appendix D** for this report, and a full report will be published on the Council's website in the Autumn of 2015 once all service area self-evaluation reports have been collated and analysed.

7. Publishing Information on Performance

i) General Performance

The Council publishes information on its performance every year in the form of a public summary as hard copy and electronically, and also in Newline, the Council's own newspaper.

ii) Welsh Language Performance

This annual monitoring and improvement report, once debated and approved internally within the Council, will then be submitted to the Welsh Language Commissioner's Office and then published on the Equalities section of the Council's website, along with other data on language matters - www.caerphilly.gov.uk/equalities.

A full Equalities training report is published in the Autumn each year on the previous academic year, and this also contains all the Welsh language training provided.

iii) Other Information

The Council's website contains information and a pdf document currently giving 7 financial years' worth of information on Translation costs, split into three sections covering Welsh, BSL and other spoken languages. There is also some narrative to give context and background. The 2014-2015 figures are currently being compiled and will be added to the pdf document over the summer.

This information can be found at www.caerphilly.gov.uk/equalities.

8. Team Information

The Equalities and Welsh Language Team currently sit within the Policy Unit, in the Performance and Property Division under Corporate Services.

There are six posts in the team, four being translators and the other two working on corporate Equalities and Welsh Language issues across the Council's service areas.

The team is located in the Council's headquarters at Penallta House in Ystrad Mynach.

**Senior Policy Officer
(Equalities and Welsh Language)
Telephone: 01443 864353**

**Equalities Training and Promotion Officer
(includes all Welsh Language training)
Telephone: 01443 864404**

**3 x Welsh Language Translators
Telephone: 01443 864344
Telephone: 01443 864377
Telephone: 01443 864414**

**1 x Welsh Language Translator
(Vacant Post)**

**Caerphilly County Borough Council,
Policy Unit,
Performance and Property Division,
Penallta House (1st Floor),
Tredomen Park,
Ystrad Mynach,
CF82 7PG.**

Email contacts:-

cymraeg@caerffili.gov.uk

equalities@caerphilly.gov.uk

APPENDIX A -

LINGUISTIC PROFILE OF WORKFORCE - WELSH LANGUAGE ABILITY BY SERVICE AREA AND FLUENCY AS AT 31st MARCH 2015

i) OVERALL STAFF FIGURES

	Total Staff	Welsh Speakers	%
<i>Corporate Services</i>			
Corporate Finance	146	15	10.27
Housing	324	25	7.72
Human Resources	79	5	6.33
Information Technology & Citizen Engagement	206	19	9.22
Legal and Governance	65	9	13.84
Performance & Property	79	11	13.92
WHQS Programme	167	20	11.98
Procurement Services	18	2	11.11
<i>Total</i>	1,086	104	9.58
<i>Directorate of Social Services</i>			
Adult Services	1,168	47	4.02
Business Support	35	4	11.43
Children's Services	284	15	5.28
<i>Total</i>	1,504	66	4.39
<i>Environment Group</i>			
Community & Leisure Services	1,216	14	1.15
Engineering and Transport	254	8	3.15
Planning & Regeneration	365	37	10.14
Public Protection	750	23	3.07
<i>Total</i>	2,419	80	3.31

	Total Staff	Welsh Speakers	%
Directorate of Education & Lifelong Learning			
Learning, Education and Inclusion	461	105	22.78
Lifelong Learning and Planning & Strategy	566	64	11.30
Schools	3,805	111	2.92
Total	4,762	275	5.77
COUNCIL TOTALS	9,305	511	5.49

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 Housing (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 4 different members of staff.

ii) CORPORATE SERVICES

Corporate Finance	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading		2	2	9	2
Speaking/Use		2	2	9	2
Understanding		1	1	12	1
Writing			2	11	2
Total Staff	15				

Housing	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1	2		14	8
Speaking/Use	1	1	1	18	4
Understanding	2	1		20	2
Writing	1	2		13	9
Total Staff	25				

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

IT & Citizen Engagement	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	4	2	2	10	1
Speaking/Use	4	2	1	12	
Understanding	5	1	3	10	
Writing	5	1	1	11	1
Total staff	19				

Legal & Governance	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading		2	2	3	2
Speaking/Use		2	2	4	1
Understanding		2	2	4	1
Writing		2	2	3	2
Total staff	9				

Performance & Property	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	4		1	6	
Speaking/Use	4			7	
Understanding	4			7	
Writing	4			7	
Total staff	11				

WHQS Programme	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1		2	14	3
Speaking/Use	1		1	17	1
Understanding	1		3	16	
Writing	1		1	13	5
Total staff	20				

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

iii) DIRECTORATE OF SOCIAL SERVICES

Adult Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	11	14	4	14	4
Speaking/Use	11	7	12	16	1
Understanding	12	10	6	16	3
Writing	9	12	8	13	5
Total staff	47				

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

Children's Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	2		2	8	3
Speaking/Use	2		2	8	3
Understanding	2		1	11	1
Writing	2		2	6	5

	Total staff 15
--	-----------------------

iv) ENVIRONMENT GROUP

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	6	4	4	20	3
Speaking/Use	5	2	5	24	1
Understanding	6	3	4	22	2
Writing	5	2	3	22	5
Total staff	37				

Community and Leisure Services	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	1		6	6	1
Speaking/Use	1		5	6	2
Understanding	1		5	7	1
Writing	1		5	6	2
Total staff	14				

Public Protection	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	4	2	2	11	4
Speaking/Use	4	1	1	15	2
Understanding	2	2	3	13	3
Writing	3	2	2	12	4
Total staff	23				

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

Learning Education & Inclusion	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	11	7	6	48	33
Speaking/Use	9	6	9	70	11
Understanding	8	9	8	74	6
Writing	8	7	8	44	38
Total staff	105				

Lifelong Learning & Planning & Strategy	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	6	4	7	35	12
Speaking/Use	7	4	7	42	4
Understanding	7	4	5	44	4
Writing	6	4	5	35	14
Total staff	64				

Schools	Fluently	Quite Well	Moderately	A Little	Level Undisclosed
Reading	62	6	6	31	6
Speaking/Use	61	6	5	37	2
Understanding	24	5	7	32	43
Writing	60	6	6	32	7
Total staff	111				

Appendix B - Updated Equality Impact Assessment Form 2014

EQUALITY IMPACT ASSESSMENT FORM

December 2014

THE COUNCIL'S EQUALITIES STATEMENT

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

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

NAME OF NEW OR REVISED PROPOSAL*	
DIRECTORATE	
SERVICE AREA	
CONTACT OFFICER	
DATE FOR NEXT REVIEW OR REVISION	

***Throughout this Equalities Impact Assessment Form, 'proposal' is used to refer to what is being assessed, and therefore includes policies, strategies, functions, procedures, practices, initiatives, projects and savings proposals.**

INTRODUCTION

The aim of an Equality Impact Assessment (EIA) is to ensure that Equalities issues have been consciously considered throughout the decision making processes of the work undertaken by every service area in the Council and work done at a corporate level.

The form should be used if you have identified a need for a full EIA following the screening process covered in the Equalities Implications in Committee Reports Guidance document (available on the Equalities and Welsh Language Portal on the intranet).

The EIA should highlight any areas of risk and maximise the benefits of proposals in terms of Equalities. It therefore helps to ensure that the Council has considered everyone who might be affected by the proposal.

It also helps the Council to meet its legal responsibilities under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and the Welsh Language Measure 2011. There is also a requirement under Human Rights legislation for Local Authorities to consider Human Rights in developing proposals.

The Council's work across Equalities, Welsh Language and Human Rights is covered in more detail through the Strategic Equalities Objectives and Action Plan 2012.

This approach strengthens work to promote Equalities by helping to identify and address any potential discriminatory effects before introducing something new or changing working practices, and reduces the risk of potential legal challenges.

When carrying out an EIA you should consider both the positive and negative consequences of your proposals. If a project is designed for a specific group e.g. disabled people, you also need to think about what potential effects it could have on other areas e.g. young people with a disability, BME people with a disability.

There are a number of supporting guidance documents available on the Equalities and Welsh Language Portal (the Committee report guidance mentioned above, the Consultation and Monitoring guidance) and the Council's Equalities and Welsh Language team can offer support as the EIA is being developed - the contact email is equalities@caerphilly.gov.uk.

PURPOSE OF THE PROPOSAL

1	<p>What is the proposal intended to achieve? <i>(Please give a brief description of the purpose of the new or updated proposal by way of introduction.)</i></p>
2	<p>Who are the service users affected by the proposal? <i>(Who will be affected by the delivery of this proposal? e.g. staff members, the public generally, or specific sections of the public i.e. youth groups, carers, road users, people using country parks, people on benefits etc.)</i></p>

IMPACT ON THE PUBLIC AND STAFF

3	<p>Does the proposal ensure that everyone has an equal access to all the services available or proposed, or benefits equally from the proposed changes, or does not lose out in greater or more severe ways due to the proposals? <i>(What has been done to examine whether or not these groups have equal access to the service, or whether they need to receive the service in a different way from other people?)</i></p>
	<p><u>Actions required</u></p>
4	<p>What are the consequences of the above for specific groups? <i>(Has the service delivery been examined to assess if there is any indirect affect on any groups? Could the consequences of the policy or savings proposal differ dependent upon people's disability, race, gender, sexuality, age, language, religion/belief?)</i></p>
	<p><u>Actions required</u></p>

--	--

INFORMATION COLLECTION

5	Is full information and analysis of users of the service available? <i>(Is this service effectively engaging with all its potential users or is there higher or lower participation of uptake by one or more groups? If so, what has been done to address any difference in take up of the service? Does any savings proposal include an analysis of those affected?)</i>
	<u>Actions required</u>

CONSULTATION

6	What consultation has taken place? <i>(What steps have been taken to ensure that people from various groups have been consulted during the development of this proposal? Have the Council's Equalities staff been consulted? Have you referred to the Equalities Consultation and Monitoring Guidance?)</i>
	<u>Actions required</u>

MONITORING AND REVIEW

7	How will the proposal be monitored? <i>(What monitoring process has been set up to assess the extent that the service is being used by all sections of the community, or that the savings proposals are achieving the intended outcomes with no adverse impact? Are comments or complaints systems set up to record issues by Equalities category to be able analyse responses from particular groups?)</i>
	<u>Actions required</u>

8	<p>How will the above be evaluated? <i>(What methods will be used to ensure that the needs of all sections of the community are being met?)</i></p>
	<p><u>Actions required</u></p>

9	<p>Have any support / guidance / training requirements been identified? <i>(Has the EIA or consultation process shown a need for awareness raising amongst staff, or identified the need for Equality training of some sort?)</i></p>
	<p><u>Actions required</u></p>

10	<p>Where you have identified mitigating factors in previous answers that lessen the impact on any particular group in the community, or have identified any elsewhere, please summarise them here.</p>
-----------	---

11	<p>What wider use will you make of this Equality Impact Assessment? <i>(What use will you make of this document i.e. as a consultation response, appendix to approval reports, publicity etc. in addition to the mandatory action shown below?)</i></p>
	<p><u>Actions required</u></p> <ul style="list-style-type: none"> EIA, when completed, to be returned to equalities@caerphilly.gov.uk for publishing on the Council's website.

Completed By:	
Date:	
Position:	
Name of Head of Service:	

APPENDIX C

EXTRACT FROM CAERPHILLY COUNTY BOROUGH COUNCIL'S SERVICE AREA SELF-EVALUATION TEMPLATE 2015

6. Equalities and Welsh Language Assessment

This aim of this section is to provide an assessment of how Equalities and Welsh Language considerations impact on your service area's plans, or how your work impacts on different groups in the community.

Think about the previous self-evaluation sections you have completed and consider whether your current performance has Equalities and Welsh Language requirements embedded in them, has service development or financial planning issues been properly Equality Impact Assessed, do you consult with a wide range of different groups where necessary, has your service area had any complaints that contain Equalities or Welsh Language aspects to them, how accurate is your Workforce profile in terms of the staff's Equalities and language data and have you had any feedback on these issues from any Auditing or Regulatory body you provide reports to as part of your function?

(Support in completing this section is available from the Equalities and Welsh Language team - equalities@caerphilly.gov.uk).

Section Evaluation

What does the Equalities and Welsh Language evidence say about our service?

Section Analysis

After consideration of the data, what:

- Are the main challenges facing the service and its delivery?
- Are the key service contractions/improvements/enhancements that are needed?
- Actions will deliver those key service contractions/improvements/enhancements?
- Are the main risks and challenges to the organisation and services in securing those changes? Do any of the identified risks require to be escalated to a Directorate or whole authority level? *If yes, please ensure these are discussed with your Director and transferred to the Corporate and Directorate Risk Register via the Corporate Performance Management Unit.*

- Can be concluded about the performance of the service?