

# Welsh Language Standards Annual Report 2018-2019

Prepared in accordance with the requirements of the



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

30<sup>th</sup> June 2019

A greener place  
Man gwyrddach



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## Introduction

This annual monitoring report for 2018-2019 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 March 2016 and has been replaced by a commitment in the Council's updated Strategic Equality Plan 2016-2020.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 2019.

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. Compliance with the Standards

Since the Welsh Language Standards were introduced on 30<sup>th</sup> March 2016, we have developed a Compliance Work Programme to ensure that services we deliver are in accordance with the Standards, that staff are aware of their obligations and that they have the required language skills where possible.

The Compliance Work Programme is summarised below:

## **Correspondence - Standards 4, 5 & 7**

These standards relate to correspondence which must be bilingual if we do not know language choice, or are sending letters out to a number of people regarding the same subject matter. We must ensure that our letterhead is also compliant.

### **Action taken**

- FACTSHEET for staff – General Correspondence – 15/05/17
- New letterhead template already in place

## **Telephone – Standards 8, 9, 11, 14, 16, 17, 19, 20, 21 & 22**

These standards relate to how we deal with telephone calls and that a bilingual greeting is given. Staff must be equipped with the relevant language skills to deal with calls in Welsh, and if they are unable, that they know who the Welsh speakers are that are able to deal with the matter, and how to transfer calls. If no Welsh speaker is available to provide the subject specific information the call can be put through to a non-Welsh speaker.

We must state, when we publish main telephone numbers, that we welcome calls in Welsh and all our automated telephone systems must be bilingual.

### **Action taken**

- FACTSHEET for staff– Telephone Greetings – 15/05/17
- Training delivered to staff to ensure they can give basic greetings and provide reception services in our main locations
- Welcoming Welsh language calls has been published in *Newsline* since the June 2017 edition
- Employees provided with desk stands which are Quick Reference Guides – 15/05/17
- Automated telephone messages for service areas recorded bilingually

## **Meetings - Standards 24, 24A, 27, 27A, 27D, 29 & 29A**

These standards are about how we invite individuals to meetings and when we must offer them the opportunity to use the Welsh language. If they so wish, we must then arrange simultaneous translation to facilitate that meeting.

If inviting more than one individual to a meeting they must all be asked if they wish to use the Welsh language. However, if at least 10% wish to use Welsh then simultaneous translation must be arranged. If less than 10%, the Welsh speakers must

be informed that on this occasion we are not required to fulfil their request to speak Welsh at the meeting.

If the meeting with the individual is regarding their well-being, and they wish to speak Welsh, then simultaneous translation must be provided so that the individual can speak in their language of choice. Well-being meetings must be conducted with simultaneous translation if any attendee has requested that they use Welsh.

#### **Action taken**

- FACTSHEET for staff– Meetings with individuals – 15/05/17
- When inviting individuals to a meeting services are required to include a standard sentence asking their language choice and if they wish to use or conduct the meeting through the medium of Welsh

#### **Public Meetings and Events – Standards 30, 31, 32, 33, 34, 35 & 36**

Any advert or notice publicising public meetings/events/activities must state that Welsh can be used.

Any invitations to public meetings/events/activities must be sent in Welsh and English and all material displayed at the public meeting must be bilingual, Welsh first.

Any speakers at public meetings/events/activities must be asked if they wish to use Welsh, and if so simultaneous translation must be arranged. All attendees at public meetings/events/activities must be informed orally that they are welcome to use Welsh and that simultaneous translation is available for the non-Welsh speakers.

#### **Action taken**

- FACTSHEET for staff – Public Meetings – 15/05/17
- FACTSHEET for staff – Event Planning – 15/05/17
- Translation and Interpretation Framework in place since May 2017 for simultaneous translation requests

#### **Agendas, minutes and other public documents – Standards 41 & 47**

These Standards relate to producing the following documents in Welsh;

- Agendas and minutes for Cabinet
- Agendas and minutes for Education for Life Scrutiny and Full Council

In addition if a document is produced for public use, and is not caught by any other standard it must be produced in Welsh if the subject matter suggests it should be produced in Welsh, or if the anticipated audience and their expectations suggests that it should be produced in Welsh e.g. Reports relating to Welsh medium education.

#### **Action taken**

- Producing agendas and minutes for Cabinet, Education for Life Scrutiny and Full Council in Welsh is current practice

### **General Publications – Standards 42, 43, 44, 45, 46 & 47**

These Standards relate the following being produced in Welsh if they are for the public or provide information to the public;

- licences, certificates, brochures, leaflets, pamphlets, cards, policies, strategies, annual reports, corporate plans, guidelines, codes of practice or any rules that apply to the public

Any statement that we issue to the press must be bilingual unless the statement is issued during an “emergency” as defined in Section 1 - Civil Contingencies Act 2004.

If a document is produced for public use, and is not caught by any other standard it must be produced in Welsh if, the subject matter suggests it should be produced in Welsh or if the anticipated audience and their expectations of the audience suggests that it should be produced in Welsh.

#### **Action taken**

- Producing licences, certificates, brochures, leaflets, pamphlets, cards, policies, strategies, annual reports, corporate plans, guidelines, codes of practice or any rules that apply to the public, in Welsh, is already current practice
- Communications Team aware regarding the issuing of public statements

### **Consultation Documents – Standards 44, 91, 92 & 93**

Consultation documents must be bilingual and must consider and seek views on;

1. what the effects whether positive or negative the proposal would have on; or
2. how the proposal could be developed or revised so that it would have positive or increased positive effects on; or
3. how the proposal could be developed or revised so that it would not have negative effects, or so that it would have decreased negative effects on;

a) opportunities to use the Welsh language

b) not treating the Welsh language less favourably than the English language

#### **Action taken**

- Consultation and Monitoring Guidance in place and refers to the Welsh Language. This document is currently being revised
- A Welsh Language in Consultation Checklist is being created so that officers undertaking consultation exercises are aware of their obligations
- Questions embedded in the impact assessment process asking if considerations have been given to Welsh language in the consultation process

### **Website, Social Media and Electronic Devices – Standards 52, 56, 58 & 60**

Each page of the Council’s website must be bilingual, fully functional with Welsh treated no less favourably than the English pages. The interface and menus on pages must be bilingual.

Any social media accounts which belong to the Council must treat the Welsh language no less favourably than the English language.

Self-service machines must treat Welsh no less favourably e.g. parking ticket machines.

### **Action taken**

- Audit of entire website and its functionality is being undertaken. To be completed by early July 2019
- Social Media Usage Guidance includes a section on the Welsh Language Standards and those with accounts have been asked to acknowledge the requirements to comply. Monitoring will start shortly and those not complying will be reminded of their obligations
- Parking machines give people the option to select language choice

### **Public Signage – Standard 62, 67, 70, 141, 142 & 143**

New and renewed signs must be bilingual and treat Welsh no less favourably than English and the Welsh language must be positioned so it is likely to be read first.

### **Action taken**

- New and renewed signs are compliant
- FACTSHEET – Signage – 15/05/17
- All translation work received is returned in the correct format. This is current practice

### **Visitors to Buildings – Standards 64, 65, 65A, 67 & 68**

A bilingual reception service must be provided at the following Council buildings the Welsh language must not be treated less favourably than the English language;

- Penallta House
- Bargoed, Risca, Rhymney, Blackwood, Caerphilly and Ystrad Mynach libraries;
- Caerphilly Visitor Centre;
- Llancaiach Fawr Manor House;
- Registration Services;
- Caerphilly, Heolddu, Newbridge and Risca Leisure Centres.

Signs must be displayed on receptions that state the Welsh language may be used. Welsh speaking staff at receptions must display a badge stating that they can speak Welsh.

### **Action taken**

- Training programme completed for staff on reception at Penallta House and Contact Centre. Further training being rolled-out along with ongoing support
- Cymraeg Gwaith - 10-hour online course rolled out to staff since September 2018
- All venues listed under Standard 64 have been given the poster to display in reception indicating that a Welsh language service is available
- Information available to staff on the Corporate Policy Unit Portal
- All learners and Welsh speakers have received a Iaith Gwaith lanyard or badge



### **Grant Awarding – Standards 71, 72 & 72A**

Application forms for grants must be bilingual. Anything published regarding a grant must state that applications may be submitted in Welsh and will not be treated less favourably than the English, this includes timescales set for assessment etc.

#### **Action taken**

- FACTSHEET for staff – Grants – 15/07/17
- The Welsh Language Commissioner's Thematic Review looked at the process of awarding grants. Most service areas are compliant and those who weren't have been advised accordingly. They've also been told to ask the language choice of the applicant and to issue the forms in that language or to issue bilingually

### **Education Courses – Standards 84 & 86**

Education courses must be offered in Welsh unless an assessment under Standard 86 has been carried out.

#### **Action taken**

- Asking people if they wish to receive the course in Welsh at registration or enquiry point and then assessing the demand for the course through the medium of Welsh

### **Public Address – Standard 87**

All public addresses must be bilingual with Welsh first.

#### **Action taken**

- Fire Alarm Test and Minute Silence messages are bilingual
- Emergency Evacuation – English Only
- Tourism has been asked to look at their events programme and the need to ensure that all public announcements are bilingual, Welsh first
- Libraries' automated public address messages are fully compliant

### **Policy Making – Standards 88, 89 & 90**

New, revised or reviewed policies must consider the effect the policy will have on opportunities to use Welsh and must not treat Welsh less favourably.

#### **Action taken**

- The Equalities Implications in Committee Reports Guidance was updated to include reference to the Welsh language

### **Intranet / Internet Pages - Standards 122 & 124**

The intranet home page must be bilingual, fully functional and treat Welsh no less favourably. English language pages must state that a corresponding Welsh page is available, with a link if applicable.

#### **Action**

- A bilingual intranet is not current practice. There is a dedicated Welsh Language page on the Corporate Policy Unit Portal for staff to access

### **Welsh Language Training and Staff Communication – Standards 128, 129, 130, 133, 134 & 135**

We must provide training in Welsh for staff if it is provided in English on; recruitment, performance management, complaints, disciplinary, induction, dealing with the public, health and safety, on using Welsh in meetings, interviews, complaints and during disciplinary procedures.

Staff must be given opportunities in work hours to receive basic Welsh lessons and for employees who manage others to receive training on using Welsh in their role as managers.

We must provide new employees with information on the Welsh language and text or logo for Welsh speaking employees to use in e-mail signatures that indicates they are willing to use Welsh, whether fluently or as a learner.

Welsh language version of contact details in emails and out of office messages must also be in Welsh.

#### **Action**

- FACTSHEET for staff – HR – 15/05/17
- If any training requests were received, we would work with neighbouring councils to make courses viable
- Annual Welsh language training programme delivered since 1999, which offers staff a variety of different courses, which include online, self-study, residential and weekly courses. 144 learners undertook Welsh language training during 2018-2019
- Information on the Welsh language should be included in HR Induction Packs
- The Equalities, Welsh Language and Consultation Team are involved in the Social Services Induction Programme for new starters
- IT has provided all staff with a bilingual auto-signature for all emails
- IT has been unable to pre-populate a bilingual e mail out of office message therefore desk stands were created for all staff to raise awareness of the requirement to ensure their out of office message are bilingual

### **Workplace Signage – Standards 141,142 and 143**

New and renewed signs must be bilingual and treat Welsh no less favourably than the English and the Welsh language must be positioned so it is likely to be read first.

#### **Action**

- All public facing signage is bilingual and if new or renewed is produced Welsh first

### **Welsh Language Strategy – Standards 145 & 146**

We must produce and publish on the website, a 5-year strategy that sets out how we propose to promote the Welsh language and facilitate its use more widely in the county borough. The Strategy must include –

- (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and
- (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).

#### **Action taken**

- The Strategy was launched at Ffiliffest 2017 by the Minister for Lifelong Learning and Welsh Language
- An action plan was developed in collaboration with partners in local Welsh language organisations, through the Welsh Language Forum (please see Appendix 1)
- A progress report is presented annually to Cabinet
- A review of the targets originally set needs to be revised and updated, with some having already been met. The revision and update will be done during 2019
- The Strategy was adopted by Caerphilly Public Services Board in December 2018

### **Publicising Compliance – Standards 161, 167, & 163**

We must publish on the website a document that states the policy making standards we must comply with and how we do so and this must be available in each office open to the public.

We must publish on the website a document that states the operational standards we must comply with and how we do so and this must be available in each office open to the public.

We must have arrangements in place to oversee compliance with the policy making standards, publish the arrangements on the website and make the document available in each office open to the public.

#### **Action taken**

- See - CCBC Compliance Notice Report 30.03.16 on website
- Compliance Notice on website to allow any queries from the public to be dealt with by accessing the internet on their behalf. This has been discussed following meeting with Customer Services

### **Complaints – Standards 147, 148, 149, 156, 158 (2), 162, 164 (2), 168 (a), 170 (2) (d)**

We must keep a record of the number of complaints received which relate to compliance with the Standards.

#### **Action taken**

- Reported annually in the Welsh Language Standards Annual Report, which is published on the Council's website by the 30<sup>th</sup> June every year

### **Staff Language Skills – Standards 151 & 170 (2) (a)**

We must keep a record (following an assessment) of the number of employees who have Welsh language skills at the end of every financial year to include the skill level.

### **Welsh Language Training – Standards 152, 170 (2) (b) & 170 (2) (c)**

We must keep a record of the number of staff that attend training courses through the medium of Welsh and the percentage of the total number of staff who attended a course in Welsh.

### **Recruitment – Standards 154, 170 (2) (ch) & 154**

We must keep a record of the number of new and vacant posts advertised during the year which were categorised as posts where:

- (a) Welsh language skills were essential
- (b) Welsh language skills needed to be learnt when appointed to the post
- (c) Welsh language skills were desirable,
- (ch) Welsh language skills were not necessary

#### **Action taken**

- *Staff Language Skills, Welsh Language Training Provision and Recruitment* are reported on annually in the Welsh Language Standards Annual Report, which is published on the Council's website by the 30<sup>th</sup> June every year

## 2. 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 2018-2019, **4** service requests and **4** complaints were received relating to the Welsh language. All were responded to within deadlines and all were upheld. 1 of the 4 service requests related to road markings and the other 3 related to signage.

### General Definitions

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

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

### Complaints by Directorate

DIRECTORATE	WELSH LANGUAGE
Chief Executive	0
Corporate Services	1
Communities	3
Social Services	0
<b>TOTALS</b>	<b>4</b>

### Complaint Themes and Timescales

All **4** Welsh language complaints relate to breaches of the Welsh Language Standards including failure to provide Welsh language services in libraries, the compliance of car parking machines and service areas not having Welsh speaking staff to deal with enquiries. The **4** complaints received were all responded to within corporate timescales.

## Welsh Language Commissioner Investigations

In 2018-2019 we received **5** new Welsh Language Commissioner Investigations, and had a further **1** which was ongoing from the previous financial year, details of which are listed on the following pages;

### Investigations Ongoing since 2017-2018

#### 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 determined that...</p> <ul style="list-style-type: none"> <li><b>Standard 1</b> – CCBC did not fail to comply with Standard 1 in this instance. The basis of the determination is that the Council provided a Welsh language response to correspondence dated 22/12/2017 in accordance with the requirements of Standard 1</li> <li><b>Standard 52</b> – CCBC failed to comply with this Standard 52 on the basis that English only text appeared on one of the Council's Welsh language web pages in December 2017</li> </ul>	<p>On 30/10/18 we received a proposed report from the Welsh Language Commissioner outlining the determination of this investigation and the further action required by the Council to undertake.</p> <p>The further action is as follows;</p> <ol style="list-style-type: none"> <li>Undertake a review of the website to ensure that the text of every page of the website is available in Welsh.</li> <li>Take steps to ensure that staff responsible for the website's content are aware of the requirements of Standard 52.</li> <li>Prepare and provide guidelines for staff responsible for loading and monitoring website content in order to ensure compliance with Standard 52.</li> <li>Provide sufficient written evidence to satisfy the Welsh Language Commissioner that it has completed enforcement actions 1 – 3.</li> </ol> <p><b>Deadline – 11.07.19</b></p>

## New Investigations 2018-2019

### CSG351

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 correspondence dated 25/04/2018 relates to a failure to reply to a Welsh e-mail sent to the Leader of the Council on 16/10/17 and that was sent again on 15/12/2017, 12/03/18 and on 25/04/18.</li> </ul>	<p>The investigation determined that...</p> <ul style="list-style-type: none"> <li><b>Standard 1</b> – CCBC failed to comply with Standard 1 in this instance on the basis that the Council did not understand that a response was needed to the complainant's first Welsh language correspondence sent to the Leader of the Council.</li> </ul>	<p>We received the final report into this investigation on 22/03/19 and the further action is as follows:</p> <ol style="list-style-type: none"> <li>1. The Council must make arrangements to ensure that Welsh language correspondence received by the Leader of the Council's office is read by Welsh speakers or is translated.</li> <li>2. A review of the Welsh language correspondence received must be undertaken.</li> <li>3. Caerphilly County Borough Council must provide sufficient written evidence to satisfy the Welsh Language Commissioner that enforcement step 1 has been completed.</li> </ol> <p><b>Actions fulfilled and evidence submitted 28/05/19</b></p>

### CSG360

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 staff at Rhymney Library are learning Welsh but are not using their skills and in particular when they visited the library.</li></ul>	<p>Library Service responded to the Welsh Language Commissioner on the 11/05/18 acknowledging that the Council is responsible for providing a library service at Rhymney.</p> <p>We drew the Commissioner's attention to the fact that the Compliance Date for providing a reception service at Rhymney Library was 30/09/18. The date of the original complaint was 16/04/18; therefore Standard 64 had not been breached. We also explained the processes we have in place to deal with a member of the public through the medium of Welsh.</p>	<p>Correspondence received from the Welsh Language Commissioner on the 19/12/18 confirmed that due to Standard 64 not coming into force until 30/09/18 CCBC did not have a duty to comply with the Standard at the time the complaint was lodged and therefore it was not possible to continue with the investigation.</p> <p><b>Investigation closed.</b></p>



### CSG369

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 complainant received an English only email by the Council asking for permission to continue to send emails to their account following the recent changes to the law on data protection.</li></ul>	<p>The Council responded to the Commissioner's Evidence Notice and explained that the complainant could only have received English only GovDelivery message if they had subscribed to receive the service in that language.</p>	<p>The Welsh Language Commissioner requested further information from the complainant a number of times but no response was received.</p> <p>Correspondence received from the Welsh Language Commissioner on the 14/11/18 confirmed that the decision had been made to close the investigation.</p> <p><b>Investigation closed.</b></p>

### CSG441

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>the complaint, dated 25/10/2018, is regarding an allegation that the complainant failed to receive a service in Welsh at Bargoed Library on 25/10/18</li></ul>	<p>Response was sent to the Welsh Language Commissioner on the 07/11/18 acknowledging that the Council is responsible for providing the service at Bargoed Library.</p> <p>This was also being dealt with via the Council's complaints process.</p>	<p>Correspondence received from the Welsh Language Commissioner on 31/01/19 confirming that following several requests for further information from the complainant none was received therefore the investigation is closed.</p> <p><b>Investigation closed.</b></p>

**CSG487**

<b>DETAILS OF INVESTIGATION</b>	<b>OUTCOME</b>	<b>UPDATE</b>
<p>The Welsh Language Commissioner received a complaint from a member of the public alleging;</p> <ul style="list-style-type: none"><li>the complaint, dated 16/01/19, is regarding an allegation that the complainant contacted the Council at 15:00 on 08/01/19 regarding a council tax enquiry on 01443 815 588 and was unable to discuss his enquiry in Welsh.</li></ul>	<p>Response sent to the Welsh Language Commissioner on 21/01/19 confirming that CCBC is responsible for providing the service.</p> <p>Terms of Reference and Evidence Notice received.</p>	<p>Response to the Evidence Notice sent on the 14/05/19.</p> <p>Awaiting further correspondence from the Commissioner.</p> <p><b>Ongoing.</b></p>

### 3. 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 number of recorded Welsh speakers has increased significantly. The increase can partly be explained by a staff Survey undertaken by People Services during the summer of 2017, which asked staff to identify their Welsh language skills based on the ALTE (Association of Language Testers in Europe) Levels 1-5. The ongoing data collection of staff skills is also based on skills levels outlined in the staff survey.

Now the data entry has been completed the increase is reflected in the figures illustrated below. However due to an internal restructure of service areas over the last 12 months, it is not possible to illustrate a comparison with last year as in previous years.

As time of reporting last year, the total number of staff and Welsh speakers within the organisation was as follows;

COUNCIL TOTALS	2017-2018			2016-2017		
	Total Staff	Welsh Speakers	%	Total Staff	Welsh Speakers	%
	8,682	402	4.63	8,767	436	4.97

### LINGUISTIC PROFILE OF WORKFORCE - WELSH LANGUAGE ABILITY BY SERVICE AREA AND FLUENCY AS AT 31<sup>st</sup> MARCH 2019

#### i) OVERALL STAFF FIGURES

<i>Communities</i>	Total Staff	Welsh Speakers	%
Community & Leisure Services	<b>811</b>	101	12.45
Infrastructure	<b>234</b>	24	10.25
Property Services	<b>59</b>	17	28.81
Public Protection	<b>109</b>	16	14.67
Regeneration & Planning	<b>346</b>	39	11.27
<b>Total</b>	<b>1551</b>	<b>194</b>	<b>12.51</b>

<i>Education &amp; Corporate Services</i>	<b>Total Staff</b>	<b>Welsh Speakers</b>	<b>%</b>
Business Improvement Services	<b>966</b>	127	13.15
Corporate Finance	<b>169</b>	23	13.61
Customer & Digital Services	<b>145</b>	19	13.10
Education Planning & Strategy	<b>171</b>	35	20.47
Learning Education & Inclusion	<b>489</b>	88	17.99
Legal & Governance	<b>57</b>	8	14.03
People Services	<b>101</b>	25	24.75
Schools	<b>3425</b>	899	26.25
<b><i>Total</i></b>	<b>5204</b>	<b>1161</b>	<b>22.31</b>

<i>Social Services &amp; Housing</i>	<b>Total Staff</b>	<b>Welsh Speakers</b>	<b>%</b>
Adult Services	<b>1139</b>	127	11.15
Business Support	<b>6</b>	2	33.33
Caerphilly Homes	<b>517</b>	63	12.18
Children Services	<b>275</b>	54	19.64
<b><i>Total</i></b>	<b>1939</b>	<b>246</b>	<b>12.69</b>

<b>Council Total</b>	<b>8533</b>	<b>1581</b>	<b>18.53</b>
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## NOTES

- The figures per service area for **Total Staff** and **Welsh Speakers** do not equal the overall total per Directorate due to some members of staff having more than one post within the organisation and those posts are within different service areas.
- As with previous reports, the figures in **3 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 **3 ii)** to **3 iv)** that follow refer to levels of fluency of Welsh speakers per service area and cannot be compared directly with the totals shown in **3 i)** because for example, in Corporate Finance (the second section below in **3 ii)** the "Level 4" column refers to a staff member who can read, speak, understand and write at Level 4, not 3 different members of staff.

ii) COMMUNITIES

<b>Community &amp; Leisure Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening /Speaking	14	9	6	11	57	4	0
Understanding	16	9	8	9	45	13	1
Writing	14	4	10	13	30	29	1
<b>Total Staff with Welsh Skills</b>	<b>101</b>						

<b>Infrastructure</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	-	-	-	2	18	3	1
Understanding	-	-	-	1	19	3	1
Writing	-	-	-	1	15	6	2
<b>Total Staff with Welsh Skills</b>	<b>24</b>						

<b>Property Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	-	1	1	1	13	1	-
Understanding	-	1	1	2	12	1	-
Writing	-	-	1	1	7	8	-
<b>Total staff with Welsh Skills</b>	<b>17</b>						

<b>Public Protection</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	3	1	3	2	6	1	-
Understanding	5	2	1	3	3	2	-
Writing	3	-	3	2	4	4	-
<b>Total staff with Welsh Skills</b>	<b>16</b>						

<b>Regeneration and Planning</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	5	-	1	7	23	3	-
Understanding	5	2	4	3	23	2	-
Writing	5	-	2	6	15	11	-
<b>Total staff with Welsh Skills</b>	<b>39</b>						

### iii) EDUCATION AND CORPORATE SERVICES

<b>Business Improvement Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	14	4	2	14	83	8	2
Understanding	14	8	5	15	61	21	3
Writing	15	4	2	10	28	63	5
<b>Total staff with Welsh Skills</b>	<b>127</b>						

<b>Corporate Finance</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	-	1	-	4	14	4	-
Understanding	-	1	1	1	16	4	-
Writing	-	1	-	2	10	10	-
<b>Total staff with Welsh Skills</b>	<b>23</b>						

<b>Customer &amp; Digital Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	-	1	2	1	14	1	-
Understanding	-	2	1	-	14	1	1
Writing	-	1	1	1	7	8	1
<b>Total staff with Welsh Skills</b>	<b>19</b>						

<b>Education Planning &amp; Strategy</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	-	-	1	4	27	3	-
Understanding	-	1	2	3	25	4	-
Writing	-	-	3	-	18	13	1
<b>Total staff with Welsh Skills</b>	<b>35</b>						

<b>Learning Education &amp; Inclusion</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	5	6	-	10	64	3	-
Understanding	6	6	4	9	50	13	-
Writing	6	-	7	5	40	28	2
<b>Total staff with Welsh Skills</b>	<b>88</b>						

<b>Legal &amp; Governance</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	-	-	-	1	6	-	1
Understanding	-	-	1	-	7	-	-
Writing	-	-	-	1	6	1	-
<b>Total staff with Welsh Skills</b>	<b>8</b>						

<b>People Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	1	1	2	6	14	1	-
Understanding	1	3	1	4	14	2	-
Writing	-	2	-	6	8	9	-
<b>Total staff with Welsh Skills</b>	<b>25</b>						

<b>Schools</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	162	39	33	168	477	15	5
Understanding	164	56	64	126	414	54	21
Writing	167	30	31	146	288	209	28
<b>Total staff with Welsh Skills</b>	<b>899</b>						

#### iv) SOCIAL SERVICES AND HOUSING

<b>Adult Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	13	9	7	6	79	13	-
Understanding	15	11	5	5	71	16	4
Writing	14	7	3	11	39	49	4
<b>Total staff with Welsh Skills</b>	<b>127</b>						

<b>Business Support</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	-	-	-	-	1	1	-
Understanding	-	-	-	-	1	1	-
Writing	-	-	-	-	1	1	-
<b>Total staff with Welsh Skills</b>	<b>2</b>						

<b>Caerphilly Homes</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	2	3	6	6	42	4	-
Understanding	1	7	2	2	34	15	2
Writing	5	3	4	4	19	28	-
<b>Total staff with Welsh Skills</b>	<b>63</b>						

<b>Children Services</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Skills</b>	<b>Undisclosed</b>
Listening / Speaking	3	-	2	1	46	1	1
Understanding	2	1	2	3	38	7	1
Writing	2	1	1	3	27	19	1
<b>Total staff with Welsh Skills</b>	<b>54</b>						



## 4. Welsh Medium Training Provision

Caerphilly CBC has provided conversational Welsh courses for staff and elected members since 2001. Courses are also accessible for member of the public and staff members from partner organisations to attend. The courses range from basic taster courses for beginners to courses which cater for those who have become fluent Welsh speakers.

The data for the courses offered and attended by Caerphilly CBC staff for the academic year 2018-2019 is as follows;

<b>COURSE OFFERED</b>	<b>NUMBER OF COURSES OFFERED</b>	<b>NUMBER OF STAFF ATTENDING</b>
30 Week	37	53
Online 10 Hour Course	1	75
2 Day Welsh Taster	3	14
Say Something in Welsh - Online Welsh Course	1	2
Withdrawn	N/A	6

### 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	50	61	111	(4)
2018 – 2019	53	91	144	(6)
<b>TOTALS</b>	<b>1011</b>	<b>800</b>	<b>1811</b>	<b>(152)</b>

The 2 day Welsh Taster courses are run collaboratively with several other South East Wales authorities and organisations. These courses always prove to be popular, with Caerphilly CBC hosting a course in July 2018, attended by four members of staff from neighbouring authorities.

A 10 Hour Online Welsh Course called **Cymraeg Gwaith** (Work Welsh) was launched in Spring 2018 and has been developed to be used by those providing frontline reception type services. This course was targeted at those service areas which Standard 64 directly impacts in the first instance.

<b>Standard 64</b>	<p>Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.</p> <p><b>You must comply with standard 64 in relation to the following by 30 September 2017:</b></p> <ul style="list-style-type: none"> <li>• The body's main reception service.</li> </ul> <p><b>You must comply with standard 64 in relation to the following by 30 September 2018:</b></p> <ul style="list-style-type: none"> <li>• Bargoed, Risca, Rhymney, Blackwood, Caerphilly &amp; Ystrad Mynach libraries;</li> <li>• Caerphilly Visitor Centre;</li> <li>• Llancaiach Fawr Manor House;</li> <li>• Registration Services at Penallta House;</li> <li>• Caerphilly, Heolddu, Newbridge and Risca leisure centres.</li> </ul>	30/09/17
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The course can be undertaken in stages and takes the learner through a series of scenarios followed by a set of questions. On completion of the course, learners are emailed a certificate. A follow-on course is now also available and this will be rolled-out to those who have completed the first 10 hours in the Summer of 2019.

Further online courses of this type are now available for specific service areas including social care and business which will also be rolled out to relevant service areas in the Summer of 2019.

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

## 5. Recruiting to Empty Posts

A total of **632** new and vacant posts advertised since 30<sup>th</sup> March 2018 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

**1**

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

- (iii) Welsh language skills were desirable,

**626**

- (iv) Welsh language skills were not necessary

**1\***

**\*This post was assessed as no Welsh language skills necessary due to the Welsh language skills of the other team members. However, all vacancies are advertised as Welsh desirable as a minimum requirement.**

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**.

There are some instances where a number of posts are recruited by agency, acting up, ring-fence or expression of interest where there is no formal advert; a Welsh Language Skills Assessment may not always be available for these posts. If posts are not dealt with by People Services, e.g. recent Apprentice posts which were approved by a committee report and a Welsh Language Skills Assessment not undertaken for these roles because they were not approved through the usual Corporate Management Team approval process.

Similarly Chief Officer posts don't always go via People Services and therefore there would be no Welsh Language Skills Assessment for these posts either.

## 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 use its wide range of channels to promote Welsh Language events and organisations. These channels include Newslane, social media, CCBC website and our email marketing platform. Recent examples include the Ras yr Iaith, organised by Mentrau Iaith Cymru.</p> <p>Cymraeg i Blant continues to share information about local support groups and the advantages of raising children bilingually with the Midwifery and Health Visiting team across Aneurin Bevan health board. Presentations are held regularly to update the teams of our provision.</p> <p>Cymraeg i Blant continues to run a range of support groups for new parents in Caerphilly, Trethomas, Risca, and Ystrad Mynach. In addition Miri Meithrin pre-school events are held in partnership with Menter Caerffili.</p> <p>Cymraeg i Blant continues to signpost parents on to the free learn Welsh course Clwb Cwtsh, the local Ti a Fi parent toddler groups and the Cylchoedd Meithrin. (Welsh medium playgroups)</p> <p>FIS continues to promote the above groups and events on its social media channels. Staff aware of services/orgs and promote when relevant</p> <p>Distribute and share information about the NFI on any opportunity with prospective learners and current learners through events, informal learning sessions and Saturday speaking.</p> <p>Include details of events in monthly email to Welsh learners of Gwent.</p> <p>Staff aware of services/organisations and promote when relevant.</p>	<p>Communications Team</p> <p>Cymraeg i Blant</p> <p>Families First</p> <p>Canolfan Dysgu Cymraeg Gwent</p>

		<p>Caerphilly Family Information Service (FIS) work in partnership with Menter Iaith, Mudiad Meithrin and individuals to promote Welsh language education, childcare, activities, groups (including Ti a Fi) and events all year around throughout the borough. Live current information is made available via FIS website, social media pages, helpline, post and e-mail.</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>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>Family Information Service</p> <p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>
1.2	Events evaluation forms to include questions regarding language use.	<p>Cymraeg i Blant continue to ask parents to complete feedback forms after a series of 6 sessions which include specific questions about the language of the home.</p> <p>The Adult Education Service works with a number of agencies across the borough and promotes the Welsh language wherever possible. We have offered a number of Welsh language courses in recent years by working in partnership with Coleg Gwent and Menter Iaith Caerffili</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>	<p>Cymraeg i Blant</p> <p>Families First</p> <p>Menter Iaith Caerffili</p>
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>Cymraeg i Blant shares the 'Being Bilingual' booklet and other promotional leaflets with Health Visitors, new parents and partners.</p> <p>All Families First leaflets are produced in a bilingual format and meet the Welsh language Standards.</p> <p>Caerphilly FIS provide a range of Bilingual PDF booklets and hard copies about the</p>	<p>Cymraeg i Blant</p> <p>Families First</p> <p>Family Information</p>

		<p>advantages to Bilingualism/ Welsh Language and Welsh Medium Education e.g. “Your guide to Welsh Medium Education”, “8 reasons to introduce Welsh from birth”, “Homework help” and WG Positive Parenting publications etc. And as 4.9 &amp; 4.10</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>Worked with the Language Forum to develop a useful booklet on the advantages of raising bilingual children. The document will be online to download.</p>	<p>Service</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>Examples of the way Newsline has been used to promote Welsh language includes:</p> <ul style="list-style-type: none"> <li>• Feature on investment in new Welsh language School provision across the county borough.</li> <li>• Promotion of the Ras yr Iaith organised by Mentrau Iaith Cymru.</li> </ul> <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>Members of the Welsh Language Forum are informed of Newsline’s 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>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> </ul>	
<ul style="list-style-type: none"> <li>• Work with young people to raise awareness of Welsh language as a valuable skills for training and employment</li> </ul>	
<ul style="list-style-type: none"> <li>• Raise awareness amongst staff that come into contact with CYP of the need to foster positive attitudes</li> </ul>	
<ul style="list-style-type: none"> <li>• Increase the number of children accessing Welsh Medium Education</li> </ul>	
<ul style="list-style-type: none"> <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>FIS supply yearly data on the number of Welsh Medium childcare providers and places by area, for inclusion in WG Childcare Sufficiency Assessments.</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>Family Information Service</p> <p>Menter Iaith Caerffili</p>
2.2 (&1.1)	Promote Welsh language organisations and in particular their services for children and young people.	<p>See 1.1 above</p> <p>Staff aware of services/orgs and promote when relevant.</p> <p>As 1.1</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>Urdd and Menter Iaith continue to form a delivery partnership with CCBC Youth Service.</p>	<p>Communications Team</p> <p>Families First</p> <p>Family Information Service</p> <p>Menter Iaith Caerffili</p> <p>Youth Service</p>

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>Cymraeg i Blant works with Coleg y Cymoedd to provide a being bilingual workshop with students on their Child Care courses.</p> <p>The Welsh Language Forum is currently discussing an event for Ysgol Gyfun Cwm Rhymni, in partnership with Careers Wales. The event would be an opportunity for all members of the Forum to distribute information to the school's students about the type of services they provide and the career opportunities for Welsh speakers. Menter Iaith Sir Caerffili also offers numerous volunteering opportunities for young Welsh speakers and currently supports volunteers within our childcare services and various activities for children and young people.</p> <p>Attended an event with an information stand at Coleg y Cymoedd event - 'Sgil Iaith Sgil Gwaith'. The aim of 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>Community Education</p> <p>Cymraeg i Blant</p> <p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>
2.4	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>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>Families First staff received training in 2017/18 and continue to receive information on the Welsh Language Measure as part of their induction.</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>This was not possible with the training post being vacant. The post has now been filled and the postholder will ensure that this training is included in the training schedule for the year.</p>	<p>Community Education</p> <p>Families First</p> <p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>



2.5	Consult and create a campaign to attract young people to be involved in youth work, sport and art activities as leaders	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.	Menter Iaith Caerffili
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.	As 1.1  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.	Family Information Service  Menter Iaith Caerffili
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.	As 1.1  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.	Family Information Service  Menter Iaith Caerffili

<b>Strategic Area 3 – Communities</b>	<b>Vision: Support community groups and help them to increase the use of Welsh within their localities</b>
<b>Strategic Priorities</b>	
<ul style="list-style-type: none"> <li>• Support existing Welsh language community activities and share good practice</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>FIS Welsh Medium Advisor employed indicated by lanyard. Able to answer complex FIS enquiries through the medium of Welsh.</p> <p>Menter Iaith 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>Family Information Service</p> <p>Menter Iaith 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 Iaith 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 Iaith 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 Iaith Caerffili</p> <p>Corporate Policy</p>
3.3	Support the development and promotion of a directory of Welsh medium services available locally.	<p>As 1.1</p> <p>During April-May 2017, Menter Iaith 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>Promoting this work is ongoing with Menter Iaith Caerffili.</p>	<p>Family Information Service</p> <p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>

3.4	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>The CCBC Communications Team continues to support and promote this annual event via all the communication channels at its disposal.</p> <p>Cymraeg i Blant support the annual Ffiliffest event with activities aimed at pre-school children.</p> <p>As 1.1</p> <p>During June 2018, the Menter held its summer festival, Ffiliffest, again this year at Caerphilly Castle. It was attended by almost 5000 people of the festival and the day was supported by members of the Forum as well as a number of other organizations. Valuable support was received from Caerphilly Council's marketing and communications officers.</p> <p>During the festival, a program of varied activities was provided for children and families as well as a video and stage games area with live music. The festival will be held again in 2019 on June 29th and we are very keen to work with the various departments of the Council in order to further promote and develop the festival.</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>Communications Team</p> <p>Cymraeg i Blant</p> <p>Family Information Service</p> <p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>
3.5	Ensure Welsh language input and activities within CCBC community events programme (Big Cheese, Blackwood Beach Party, and Christmas Markets etc.).	<p>Menter Iaith Sir Caerffili welcomes any opportunity to collaborate with Caerphilly Council in order to increase the Welsh medium activities available within its community events program.</p> <p>Menter Caerffili will provide a bilingual public publications service on behalf of the Council within some of its events including The Big Cheese in 2019.</p> <p>We work with Council departments to raise awareness and to ensure compliance with the Welsh Language Standards when creating a bilingual marketing document.</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>
<b>Strategic Priorities</b>	
<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).	<p>See 3.1 above.</p> <p>See 3.1. above</p> <p>As 3.1</p>	<p>Communications Team</p> <p>Corporate Policy</p> <p>Family Information Service</p>
4.2	Support and encourage the Council's Welsh speaking staff and learners to use their skills in the workplace.	<p>All staff answer phones bilingually. Staff attend Welsh Language classes if they choose.</p> <p>As 3.1</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 and some informal ones relating to holidays. 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 organisation license for Cysgliad and the software is available on all Council computers with staff guidance on how to use the software available on the Corporate Policy Unit Portal. The licence is renewed annually.</p>	<p>Families First</p> <p>Family Information Service</p> <p>Corporate Policy</p>

4.3	Plan to improve service provision based on feedback and the number of complaints received.	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.	Corporate Policy
4.4	Award scheme for Welsh learners' courses – Learner of the Year / Most Improved Service Area etc.	There are plans to put in place a Staff Recognition 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.	Corporate Policy
4.5	Group meetings/events for Council learners to practice.	<p>Regularly share information on Caerphilly County Council's Facebook and Twitter and Menter Caerffili for the Gwent Welsh Speaking Learning Saturdays with staff to raise awareness of the opportunities available to practice / speak Welsh outside the work / class.</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>With a training officer now in post we hope to establish a group shortly. It is hoped that organizations such as the Menter Iaith would come in to discuss and promote their services.</p>	<p>Canolfan Dysgu Cymraeg Gwent</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.	Families First staff are asked if they speak Welsh or any other language so we are aware of the skills of our staff teams. We have some Welsh Essential posts in our Outreach SRB team who work in Welsh Language schools.	Families First
4.7	Contact partner organisations to determine how many currently provide Welsh language Awareness Training to staff and how that training is provided.	<p>Welsh Language training is available to internal staff. We now promote the courses advertised on learnwelsh.cymru to all external partners and link them to support in Coleg Gwent.</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>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>Initial discussion are being had between regional Welsh Language Officers, the respective Menter Iaith organisations, Careers Wales and other partners involved in the delivery of the Five Year Welsh Language Strategy. The Council is keen to be involved in such an event 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>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>FIS record details of contacts within settings and groups wishing to communicate through the medium of Welsh along with members of the general public.</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>Family Information Service</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>The Adult Education service works with a number of agencies across the borough and promotes the Welsh language wherever possible. All potential learners are asked in the initial stages of engagement if they would prefer support in Welsh and also if they would prefer courses delivered in Welsh, as yet no one has expressed an interest.</p> <p>Welsh Language presentation given to partner organisations in 2017/18.</p> <p>FIS encourage settings and groups wishing to communicate through the medium of Welsh along with members of the general public to contact the FIS using their chosen method through the medium of Welsh.</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>The Council's letter template states '<b>Correspondence may be in any language or format. Corresponding in Welsh will not lead to any delays</b>'. In Newslines we state that '<b>We welcome calls in Welsh</b>' and the Social Services Directorate has run the <b>Active Offer</b> training for staff.</p>	<p>Community Education</p> <p>Families First</p> <p>Family Information Service</p> <p>Menter Iaith Caerffili</p> <p>Corporate Policy</p>

4.11	Develop improved partnerships between Council Departments and partners.	<p>The Adult Education service works with a number of agencies across the borough and promotes the Welsh language wherever possible. We have offered a number of Welsh language courses in recent years by working in partnership with Coleg Gwent and Menter Iaith Caerffili.</p> <p>Continued discussion with partners over the course of the year has helped us to raise awareness of the standards.</p> <p>Established partnership working – FIS and Menter Iaith, Mudiad Meithrin etc.,</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>Families First</p> <p>Family Information Service</p> <p>Corporate Policy</p>
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Strategic Area 5 – The Workplace	Vision: Increase Opportunities for people to use the Welsh language in the workplace
Strategic Priorities	
<ul style="list-style-type: none"> <li>• Increase Welsh language skills and awareness amongst local managers</li> <li>• Increase knowledge 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>Continued discussion with partners over the course of the year has helped us to raise awareness of the standards.</p> <p>FIS take part in meetings and networking events to maintain good partnership working. Networking event scheduled for 8<sup>th</sup> June, 2019.</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>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>Families First</p> <p>Family Information Service</p> <p>Menter Iaith Caerffili</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.	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.	Menter laith Caerffili
		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.	Corporate Policy
		CCBC Youth Service is working to establish a 2 <sup>nd</sup> Welsh language youth club in the Caerphilly Town area.	Youth Service
5.3	Develop a joint campaign raising awareness of all partner organisations' existing Welsh language services e.g. phone lines, self-service machines etc.	We would be happy to work together on this campaign; we may build on and expand Menter laith's directory of Welsh language businesses. Consider using <b>Dewis</b> where applicable.	Corporate Policy
		FIS record languages used in Childcare settings, groups and services and make this information available via the website and via helpdesk enquiries.	Family Information Service
5.4	Ensure appropriate Welsh language training is available to staff to learn Welsh from basic to advanced/proficient	Welsh Language training is available to internal staff. We promote the courses advertised on learnwelsh.cymru to all external partners and link them to support in Coleg Gwent.	Families First
		We have been providing Welsh in the Workplace Courses for staff since 2001 from 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.	Corporate Policy
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.	Welsh Language Action Plan in place.	Families First

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>Menter laith launched a directory which we fed into. It provides information of what services are available in the county borough in one place. There are plans to make the directory electronic so that details can be updated when necessary.</p> <p>As 5.3</p>	<p>Menter laith Caerffili</p> <p>Corporate Policy</p> <p>Family Information Service</p>
5.7	Promote the opportunities to follow a career through the medium of Welsh locally as a partnership of organisations.	<p>In partnership with members of the County's Fforwm laith, Menter laith 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>We have been promoting jobs with the council at Coleg y Cymoedd's Sgil laith Sgil Gwaith event. Pupils and students need to know how valuable the Welsh language is in searching for a job or choosing a career. Currently having discussions around holding a Jobs Fair for the need for Welsh speakers in jobs.</p>	<p>Menter laith Caerffili</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> </ul>	
<ul style="list-style-type: none"> <li>• Ensure that the Council's policy development practices comply with the relevant Policy Making Standards</li> </ul>	
<ul style="list-style-type: none"> <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 that have been available in Welsh or we have sought the language preference of those completing.</p> <p>Menter Iaith Caerphilly 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 coordinating 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 departments create a bilingual consultation ethos and support Welsh speakers to take part in those consultations. We work closely with Menter Iaith which help when the Consultation and Engagement Officer organises a Viewpoint Panel on different topics. We are happy to facilitate these events to support a table 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.	Continued discussion with partners over the course of the year has helped us to raise awareness of the standards.  Urdd staff embedded in Youth Service's Youth Forum.	Families First  Youth Service
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