

AGENDA ITEM 7**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL****CABINET****25th JUNE, 2015****WELSH LANGUAGE SCHEME – ANNUAL MONITORING REPORT TO THE
WELSH LANGUAGE COMMISSIONER.****REPORT OF THE DIRECTOR, EDUCATION & LIFELONG LEARNING****AUTHOR: - Wendy Edwards – Head of Community Learning.****1. PURPOSE OF THE REPORT**

To present, for Cabinet Members' information the Welsh Language Annual Monitoring report in respect of Rhondda Cynon Taf Council, before its presentation to the Welsh Language Commissioner.

2. RECOMMENDATIONS

It is recommended that the Cabinet approve the Welsh Language Scheme Annual Monitoring Report and that the report is submitted bilingually to the Welsh Language Commissioner by the 30th June.

3. BACKGROUND

3.1 The Council's Welsh Language Scheme (revision 4) was approved by full Council in July 2009; it was subsequently accepted by the Welsh language Board in September 2009. The Welsh Language Monitoring Report is produced annually to inform the Welsh Language Commissioner of the Council's performance against the Welsh Language Scheme. This report is attached as appendix 1 of this reports and will need to be submitted to the Commissioner by the 30th June 2015.

3.2 The Welsh Language Commissioner has published new statutory service standards to be adopted by public bodies which will replace the current Welsh Language Scheme. Consequently this will be the last Monitoring Report in the scheme. It refers to developments in the period from 1st April 2014 to 31st March 2015.

4 AREAS WHERE IMPROVEMENTS OR GOOD PRACTICE HAVE BEEN IDENTIFIED.

4.1 The establishment of the Welsh Language Cabinet Steering Group to ensure an authority wide approach in the delivery of services through the medium of Welsh in accordance with the Welsh Language (Wales) 2011

Measure and the statutory standards relating to the Welsh Language and Statutory Welsh Language Scheme is a significant advance. It will provide strategic direction in the implementation of the new statutory standards and challenge barriers to accessing services in the medium of Welsh within context of reasonableness and proportionality.

- 4.2 The adoption of performance indicators for the Welsh Language, both national and local, has ensured that performance in this area is raised at a corporate management level.
- 4.3 The use of the Audit team to assess where each service is in relation to the Welsh Language is beneficial as the Council prepares for the implementation of the new standards. When the Audit report is complete it will allow the Council to focus its resources on the areas of greatest need so that potential risks of non-compliance are reduced.
- 4.4 Effective use has been made of technology to support staff and raise awareness of Welsh Language issues and the support that is available for staff. This includes having dedicated pages on the Council's intranet with signposting to Welsh medium resources; The flagging up of Welsh speakers on email through the use of the Welsh Language logo and work that is on-going with IT to ensure Members have access to Office Translator.
- 4.5 Collaborative working with adjacent councils has resulted in significant financial efficiencies in the development of a computer – based learning and training programme that will raise awareness of the Welsh language for around 5000 staff.

5. AREAS OF CONCERN.

- 5.1 There has been a decrease of 4% in the number of Welsh speakers in the council from 2012 to April 2015 with a potential adverse impact on the council's ability to meet the Welsh language standards for service delivery. This may indicate that there is a need to reiterate the importance of the Corporate Welsh Language Skills Framework (recruiting / redeployment /up-skilling Welsh speaking staff) and to ensure that it is effectively implemented during restructures or reductions in services.
- 5.2 The Welsh Language Cabinet Steering Group has instructed the Head of Community Learning to undertake further detailed analysis in respect of the demands and pressures on the translation unit, although over the longer term, it is hoped that the implementation of the Welsh Language Skills Framework will enable services to undertake some work themselves. .
- 5.3 There will be a need to ensure the implementation of new and robust procedures to address the requirements of the new Welsh Language standards, in particular those focused on frontline services and the need

to record and share linguistic preference between services. Addressing these two key areas will result in a cost effective approach to addressing our statutory duties.

6 CONCLUSION.

- 6.1 Overall the Council is in a good position compared to other authorities in Wales in respect of readiness to implement the new Welsh Language Standards.
- 6.2 Areas of good practice have been identified and improvements have been made throughout the course of the last year. Although there are areas that require further attention it is hoped that the structures now in place will enable any issues to be resolved so that the Council will be able to meet the standards imposed under the final Compliance Notice that is due to be issued in September 2015.



STRONG HERITAGE | STRONG FUTURE
RHONDDA CYNON TAF
TREFTADAETH GADARN | DYFODOL SICR

APPENDIX 1

WELSH LANGUAGE SCHEME

**Annual Monitoring Report to the
Welsh Language Commissioner**

JUNE 2015

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INTRODUCTION

The purpose of this report is to outline the progress made by the Council during the period 1 April 2014 to 31 March 2015 in delivering public services in accordance with the approved Welsh Language Scheme.

1. Welsh Language Scheme Operation and Delivery

The Council's Welsh Language Scheme (revision 4) was approved by full Council July 2009; it was subsequently accepted by the Welsh Language Board September 2009. The Scheme runs until 31 March 2012 but will remain in force until the Welsh Government's Welsh Language Standards become operational mid 2015 in accordance with the Welsh Language (Wales) Measure 2011.

(i) Scrutiny Committee

The Council's Education and Lifelong Learning Scrutiny Committee is a cross party panel of elected members. The Education and Lifelong Learning Scrutiny Committee reviews the Annual Monitoring Report and Welsh Language Commissioner's judgement of the Council's management and implementation of the Scheme.

(ii) Welsh Language Cabinet Steering Group

The Welsh Language Taskforce has been replaced by the newly formed Welsh Language Cabinet Steering Group which was formed in 2014 under the Leader's Scheme of Delegation of Executive Functions. The Group has been established to ensure an Authority-wide approach in the delivery of services through the medium of Welsh in accordance with the Welsh Language (Wales) 2011 Measure, specifically the Statutory Standards relating to the Welsh Language / Statutory Welsh Language Scheme. Its membership will provide strategic direction in the implementation of the aforementioned legislation / policies and any local policies regarding the Welsh language and support the Welsh Language Services Unit in carrying out its duties. Its membership will also challenge the barriers to accessing services in the medium of Welsh within the context of reasonableness and proportionality. The chair of the Group is the Cabinet member for Children's Social Services, Equalities and the Welsh Language, Councillor Geraint Hopkins who is also Welsh Language Member Champion.

Other members include councillors and Cabinet Members: Cllr Eudine Hanagan (Vice-chair), Cllr Maureen Webber, Cllr Robert Bevan and opposition member Cllr Cennard Davies. Membership also includes the Welsh Language Officer Champion (currently Director of Education and Lifelong Learning) and external Welsh medium representation.

The nature of the Group's membership allows it to fast track and sanction strategic decisions in a pragmatic manner in Wales' third largest local authority. It also allows it to approve reports and papers without the need of following a multi-channel approach whilst still benefiting from key officer and Cabinet member authority.

The role of the Officer Champion is to raise the profile of the Scheme by feeding back information to Corporate Management Team vis-à-vis reports, judgements, revised Welsh language legislation, new initiatives as well as addressing complex areas in the Directorates and service groups in terms of service delivery. The role is important in terms of seeking full corporate “buy-in” with regards to the Council’s statutory requirement regarding delivering services through the medium of Welsh.

This year, the role has been central in feeding back progress and developments with regards to the future implementation of the statutory Standards relating to the Welsh language.

External representation: Menter Iaith is also invited to attend the Steering. This enables both Menter Iaith and the Welsh Services Unit to discuss issues that affect Welsh medium service delivery in the community on a strategic level and to work in partnership to provide improved and better outcomes for clients.

(iii) Welsh Language Working Group

At an operational level, the Council now has recourse to two working groups (Welsh Language Working Group, and Welsh Language Working Group Community Services).

The purpose of the groups is to:

- support the Welsh Language Training and Development Officer to implement and monitor the Council’s Welsh Language Scheme at grass roots level i.e. address problems around implementation of the Scheme such as staff language training; production of bilingual information; to highlight and influence new initiatives, act as conduits to cascade information, share good practice and report back on events and developments from service areas vis-à-vis bilingual provision.
- take strategic direction from the Welsh Language Sub-Cabinet Steering Working Group and feed back any operational issues around implementation and compliance with the Council’s Welsh Language Scheme.

The Welsh Language Working Group has scheduled meetings and following an attempt to widen representation the group is now attended by a representative of the Corporate Strategy, PR and Tourism Team. Meetings are held approximately every quarter. Special meetings may also be convened if necessary to discuss specific issues, e.g. the Standards relating to the Welsh language.

The Welsh Language Working Group (Community Services and Children’s Services) under the chairmanship of the Service Director for Direct Services, Business and Housing has been established to strengthen the Welsh language in care service provision and to drive implementation of the Welsh Government’s ‘More than Just Words’ Strategy for Social Care.

(iv) Welsh Language Services Unit

The Welsh Language Services Unit is a corporate resource and serves all areas of the Council and facilitates the Council's statutory Welsh Language Scheme. The unit has two main functions:

- Welsh language policy and development (Welsh Language Development Officer)
- The Council's translation service

The volume of work being presented to the Unit for translation is an indication of the increase in compliance with published materials for public consumption. The number of translation requests continues to increase, mainly due to the increase in electronic communication e.g. website, Twitter. See Translation Statistics at page 22.

The Unit makes extensive use of translation memory software (Wordfast) and has Apple and Quark hardware and software to aid clients in the production of bilingual printed material.

There are currently 10 staff in the Welsh Services Unit, including Head of Unit, Welsh Language Development Officer, 7 Translators and administrative and team support. Four members of staff have succeeded in passing the Welsh Association Welsh Translators and Interpreters (Cymdeithas Cyfieithwyr Cymru) translation examinations. This association is the national professional association of Welsh/English translators and interpreters.

(v) Welsh Language Development Officer

The Welsh Language Development Officer has a key role in enabling the Council to deliver a bilingual service to the public so that they can access services in the language of their choice. The main focus of the work is to:

- raise language awareness among Council staff
- monitor and address compliance issues
- deal with complaints
- facilitate the implementation of a Linguistic Skills Strategy, in consultation with Human Resources to address staffing and recruitment issues for bilingual service delivery
- arrange language awareness, training and development courses for Council staff and elected members

The Welsh Language Development Officer continues to network through meetings with key officers and groups internally and with external bodies such as Menter Iaith, Urdd Gobaith Cymru, Mudiad Meithrin, Grŵp Deddf De-Ddwyrain, National Rhwydiaith meetings and the Glamorgan Welsh for Adults Language Centre within the University of South Wales.

Awareness raising practices and publications include the following:

- mouse mats for frontline staff imprinted with key phrases in Welsh to act as a desk aide memoire, also an accompanying audio track on the Council's intranet to hear the greetings and phrases.
- staff guidelines booklet: a 12-page booklet highlighting practical considerations regarding translation, layout, good practice, training etc. This booklet is given to new / seconded staff at corporate induction meetings
- bilingual Visitor Books (in line with internal Audit) to be used at Council buildings, so that there is a common bilingual approach to registering visitors.
- promotional material branded "*Mae Dewis 'Da Ti*" designed to encourage Welsh speakers to ask for a Welsh language service when requesting information from the council or when using Council services (e.g. leaflets, coasters and card holders distributed to Welsh medium secondary schools)
- Over 300 *Welsh on the Wall* posters (Y Lolfa Cyf) have been distributed to staff working in reception areas, and many other staff those who answer the phone and have shown an interest. Greetings and key phrases feature on the poster.
- *Hapus i Siarad Cymraeg* posters, and Welsh logo lanyards and badges continue to be distributed.
- *Twf* promotional packs continue to be distributed by operational Human Resources staff taking maternity leave in order to increase awareness of the choice for Welsh medium education for children. This practice is embedded.
- The Welsh Services Unit has dedicated pages on the Council's intranet to promote and raise awareness of the Council's Welsh Language Scheme and translation services. There is signposting to Welsh medium resources and information technology updates and Welsh services on a wider basis
- Welsh speaking staff with e-mail facility listed on the council's intranet INFORM have a flag to denote they are bilingual and over 300 staff with access to the intranet and email facilities have declared they are Welsh speakers (excluding school staff or staff with no access to a PC)

2. Welsh Language Scheme Compliance

Information on a number of local performance indicators in some areas requires attention in order to gather meaningful data / set realistic targets. Some information may not be available for this report given the PI may not have been monitored due to changing circumstances or for reasons that the practice has yet to become embedded. See table below.

(i) Welsh Language Scheme Timetable

| Target | PI | Responsible Officer | Target Date <i>where approp</i> | Progress |
|---|---|--------------------------------------|---|---|
| The Council will mainstream Welsh into the Council's key policies by drawing up a structured Welsh language mainstreaming programme | The number and % of Council policies which include reference to the Welsh language | Heads of Service & PMI Unit | Annual monitoring aiming to increase annually: March 2015 | Meetings continue with senior staff / business plan holders to highlight the need for business plans to consider Welsh language service delivery. |
| Requirements of the Welsh Language Scheme are clearly stated to ensure that the language is an integral part of service delivery by others | The number and % of third party contracts which contain specific reference and guidance about the Council's WLS | Heads of Service & Procurement Unit | Annual monitoring aiming to increase annually: March 2015 | See section (ii) National Performance Indicator 1 – Contracted Out Services / Procurement |
| The Council is able to provide more / a wider range of high quality face-to-face services through the medium of Welsh | Number and % of services provided in Welsh / or bilingually | Service Heads of Front Line Services | Annual monitoring aiming to increase by end: March 2015 | See section Front Line Services |
| Provide Welsh language material for Welsh learners and speakers in libraries | Increase number and % of books/cds in Welsh/about learning Welsh: 4% of Book Fund Total as per Welsh Public Library Standard 39 | Head of Library Service | Annual monitoring: March 2015 | March 2015 = Local PI £10,179 of Book Fund Total as per Welsh Public Library Standard 9) |
| The Council's website <i>*service documents as a single web page which provide information on a UK local authority public facing service as per Local Government Standards List</i> | Increasing % of <i>core service area content*</i> to be bilingual. | Customer Care & Translation Unit | Increasing annually towards full compliance | March 2011 = 77% March 2012 = 75% March 2013 = 82% March 2014 = 80% March 2015 = 89% (*service documents only i.e. excluding committee, sub-committee meetings and reports, press releases which are not translated, as per industry norm) |

| Target | PI | Responsible Officer | Target Date <i>where approp</i> | Progress |
|--|---|---|---|---|
| Care Sector | number and % of care assessments where service is offered / requested in Welsh and where the service need was met | Heads of Care Services | Annual monitoring | See section on Front Line Services: Care Services |
| Recruit and/or train key front line staff Number and % of staff who are: Number and % of public facing posts | i new bilingual staff ii receiving training iii posts denoted Welsh essential and filled by bilingual staff | Heads of Service | Annual monitoring | See section Front Line Services WLI 4 & 5 |
| Increase Council resource capacity to maintain and improve the provision of Welsh on Council's website | % Welsh language content on Website | Service Devpt Manager (Customer Care) & Head of Welsh Language Unit | Continuous Monitoring | Auto workflow management system allows new content to be submitted automatically to translation team. This system to be reviewed due to technical issues. Individual services are responsible for bilingual content; Web team is responsible for functionality, and Public Relations Office maintains the site in both languages. |
| New bilingual Recruitment Website | To advertise all posts bilingually | Head of Translation Service | Continuous Monitoring | All posts advertised bilingually (Job descriptions and person specifications translated into Welsh on request and / or if Welsh essential for the post) |
| Prepare bilingual templates regarding | To increase number of pre- | Human Resource | 1 st January 2014 | A rolling programme of translating school |

| Target | PI | Responsible Officer | Target Date <i>where approp</i> | Progress |
|--------------------------------------|---|--|------------------------------------|------------------------------------|
| teacher and school staff appointment | appointment bilingual template letters and school related HR policies | staff (Education) & Head of Translation Unit | Increase number annually | related HR policies is continuing. |

(ii) National Performance Indicator (WLI) 6 – Standard of Welsh Language Services: Complaints April 2013– March 2014

Objective: an ability to guarantee a Welsh language service of equitable standard to English language service.

Description: Number of complaints received about the implementation of the Welsh Language Scheme and the % of complaints dealt with in line with the organisations corporate standards:

This performance indicator requires that we monitor the number of complaints received about the implementation of the Welsh language scheme and the percentage of complaints dealt with in line with the authority's corporate standards, given that complaints from the general public are (in part) an indicator of public satisfaction with the standard of service.

The following formal complaint was received from the public with regard to Welsh language services in the period April 2014 – March 2015. All complaints were dealt with within corporate timescales in terms of acknowledgement and correspondence although timescale for final resolution of certain issues is dependent on the nature of the complaint in question.

| Group | Narrative / Complaint |
|-------------------------------------|--|
| Councillor correspondence | Councillor response in English to correspondence in Welsh. Resolution: Councillors made aware of requirements of contact received in Welsh |
| Environmental Services, Street Care | Street name, Stryd y Gorllewin removed and new sign erected West Street. Resolution: new street name Heol y Gorllewin / West Street erected |

3. Welsh Language Frontline Services

(i) Front Line Services - Service Specific: Early Years Section (0 – 5 years)

The service continues to have a Service Level Agreement with Mudiad Meithrin and Menter Iaith for development work throughout Rhondda Cynon Taf

Flying Start: In 2014/15 and moving into 2015/16, there are 4 Flying Start settings offering 64 childcare places, a total investment of £217,600 (based on a unit cost of £3,400 per child per annum, introduced in 2014/15).

| Flying Start Settings (4 Welsh medium / 20 English) | Commissioned Numbers (Welsh) |
|--|---|
| Cylch Meithrin Rhydfelen, Rhydfelen Children's Centre | 20 |
| Cylch Meithrin Ynyshir ac Wattstown | 12 |
| Cylch Meithrin Nant Dyrys | 12 |
| The Gruffalo's Den, Glyn-coch | 20 |

Training: members of staff from the above four settings have completed the *Geiriau Bach* course. 4 members of staff from these settings have completed a pilot course delivered by Mudiad Meithrin and are now in their second year of Cwrs Iaith Meithrin at the University of Glamorgan. 4 members are currently on the Mudiad Meithrin course. 8 members of staff are fluent Welsh speakers.

All Flying Start settings (24) are working to develop Welsh language in their settings. They are monitored on the use of Welsh language within routines and activities. Welsh courses are offered via the Training Prospectus.

(ii) Front Line Services - Service Specific: Care Services

People with Welsh as a first / main language

| | Adult | Child | Total |
|--|--------------|--------------|---------------------------|
| Listed as Welsh speakers | 50 (2015) | 33 (2015) | 83 (2 under 5 years) 2015 |
| | 51 (2014) | 33 (2014) | 84 (2 under 5 years) 2014 |
| | 49 (2013) | 34 (2013) | 83 (4 under 5 years) 2013 |
| Received assessments (unknown if this service was offered / provided in Welsh) | 12 (2015) | 2 (2015) | 14 (2015) |
| | 11 (2014) | 5 (2014) | 16 (2014) |
| | 9 (2013) | 8 (2013) | 17 (2013) |
| Receiving a service currently (unknown if service was offered / provided in Welsh) | 14 (2015) | * | 14 (2015) |
| | 14 (2014) | | 14 (2014) |
| | 13 (2013) | | 15 (2013) |

This compares with 65 individuals in 2010/11; 62 in 2009/10 and 45 in 2008/09. Staff are unable to determine from SWIFT whether the assessment was conducted in Welsh.

An Officer Working Group (Strengthening the Use of the Welsh Language in Community Services) continues to convene every 3 months. This group is chaired by the Service Director for Direct Services, Business and Housing on behalf of the Director of Community Services who is keen to improve and strengthen the use of Welsh within the Directorate. Community Service Officers are looking at ways of overcoming the difficulties of providing a Welsh medium service to individuals who need care and health support through the medium of Welsh and is looking at practical ways of overcoming some of the barriers that currently exist and using the Welsh Government's action plan "More than just Words / Mwy na Geiriau".

2014/15: Social Care Workers Monthly Staff Briefings: Information sharing: this is an effective way of informing Social Care Workers of any developments including Welsh language issues. Every social care worker who has access to a networked computer can view this information e.g. training opportunities etc.

Marketing and promotion: the information service produces English and Welsh versions of all printed material for example all posters marking events are bilingual.

Literature: see information on the service's A-Z Guide to services which covers the Cwm Taf area (Merthyr and RCT); Help at Hand booklet (printed as a single bilingual publication). See the Cwm Taf Guides:

<http://www.rctcbc.gov.uk/en/relateddocuments/publications/communitycare/cwm-taf-carers-a-z-handbook-2013.pdf>

<http://www.rctcbc.gov.uk/cy/relateddocuments/publications/communitycare/canllaw%20a-y%20i%20gynhalwyr%202013.pdf>

Applying for Services: where residents complete forms to apply for services, the service provides English and Welsh versions e.g. Blue Badge application form plus subsequent literature.

Newsletters: the service also produces regular newsletters for various interest groups, printed back to back English and Welsh.

Website: see the service's Social Care landing page and the Welsh equivalent:

<http://www.rctcbc.gov.uk/en/healthsocialcare/healthandsocialcare.aspx>

<http://www.rctcbc.gov.uk/cy/iechydagofalcymdeithasol/iechydagofalcymdeithasol.aspx>

Training Social Care Staff (only) (also see Linguistic Skills section 5 PI 4)

- Two-day Welsh Language Taster Sessions (Oct 14 – Jan 15), three sessions have been arranged (22 attendees)
- Magu Hyder (Feb – June 2015): 1 member of Community Services / Social Care staff is attending this confidence raising course
- Leisurely Courses / 30 weeks Sept 14 – June 15: 1 member of social care staff enrolled and attending (Intermediate 2)

iii) Front Line Services - Service Specific: Youth Services

Fframwaith Partnership

The Fframwaith Partnership came to an end in 2014.

Services for Young People's provision

Youth Engagement and Participation Service - New Service Model

The aim of the new Youth Engagement and Participation Service is to support young people aged 11-25 years to achieve their potential and overcome barriers to learning and progression. To achieve this aim, the early identification of young people through Vulnerability Profiling is the foundation of the service.

Each secondary school has 2 full time posts, with at least one of the staff in the 4 Welsh medium schools being bilingual offering good support for young people to use Welsh in a wide range of different provision. Provision delivered by these staff includes:

Positive activities

A flexible activity budget has been allocated to each of the 4 Welsh medium schools to support the delivery of positive activities. The allocation of this budget is based on the number of pupils on the school roll. Although the service is relatively new, it is already seeing some positive outcomes which contribute to the preventative and early intervention action taken to reduce the numbers of young people entering other statutory services, becoming NEET and preventing poor outcomes. Positive activities may include Afterschool youth activities, 5x60, holiday provision, Community Provision, extended youth provision (operating 2 evenings a week, on school site, up 8pm)

Attendance data for positive activities delivered for the financial year 2014/15:

| | Activities | Sessions | Participants | Contacts |
|---------------|-------------------|-----------------|---------------------|-----------------|
| YG Cymer | 38 | 279 | 618 | 5035 |
| YG Garth Olwg | 73 | 514 | 652 | 9537 |
| YG Llanhari | 56 | 326 | 445 | 4600 |
| YG Rhydywaun | 48 | 390 | 444 | 7113 |
| Total | 215 | 1,509 | 2,159 | 26,285 |

Compared to 2013/14, there has been a **60% increase** in the number of activities delivered through the medium of Welsh with **2,159** individual young people attending provision.

Duke of Edinburgh

The Duke of Edinburgh Award is offered and delivered through the medium of Welsh in the four Welsh medium schools. For the financial year 2014-15 **99** young people from the 4 Welsh medium schools enrolled onto the Duke of Edinburgh programme with **62** young people gaining a Bronze, Silver or Gold Award.

1 to 1 work

Youth Re-engagement Officers' work focuses on increasing engagement of vulnerable young people in positive activities, intensive targeted one to one support and to access educational, employment and training opportunities. Since September 2014, **57** referrals have been received from the four Welsh medium special schools. Of the 57 referrals, **19** have resulted in a positive outcome with the remaining cases still open to the service.

Young people aged 16+ in Tier 1 (Education, Employment or Training destination unknown)

A number of young people have been located and re-engaged into education, employment and training. From July 2014 to December 2014, **10 Tier 1** young people aged 16yrs and above, who left one of the Welsh medium schools and become NEET, have been located with **7** young people successfully and quickly re-engaged into education, employment and training.

Activity Framework

An established framework of approved suppliers is available to deliver provision across the service. A maximum of six suppliers per activity category were appointed to the framework with at least one of these providers being able to deliver through the medium of Welsh. A total of 20 different providers were recruited who have the ability to deliver activities through the medium of Welsh.

Children's Services

A new Children's Services Model is being developed encompassing vision, principles, framework and direction of change to support children and families. Central to the model is the Service Principles: 'Involving families and carers - The child and family will be supported to express their views about decisions that affect them.' The service will take account of their preferred language and means of communication including the Welsh language.

(iv) Front Line Services - Welsh Language Indicator 2: the objective of WLI or National Performance Indicator 2 is an ability to guarantee a Welsh language service at main receptions, contact services and our One4All centres.

Description: number and % of main receptions, posts, contact centre posts or one stop shop posts designated as Welsh essential and % of those posts filled by bilingual speakers

Data collection: self assessment / annual / number and percentage via job descriptions, qualifications, course details etc.

The Council has several buildings which are a point of contact for the public. Main offices may be considered as those which act as a gateway to a number of services.

| Site | Service | No. of staff | No. bilingual | % | |
|---|--|--------------|---------------|-----------|-------------|
| Clydach Vale Council HQ | Access to a number of corporate services and Group Directors | 3 | 0 | 0% | |
| Tŷ Bronwydd | Finance: Revenues and Benefits | 5 | 2 | 40% | |
| Tŷ Trevithick | Education headquarters (1 member of staff with some understanding, plus cover staff 1 Welsh speaker) | 2 | 0 | 0 | |
| Telephone *Contact Centre | <i>Day time / Out of hours 2015</i> | 48 / 8 | 6 / 1 | 13% / 13% | |
| Customer care: telephone access to Council services | <i>Day time / Out of hours 2014</i> | 51 / 12 | 7 / 1 | 14% / 8% | |
| | <i>Daytime / Out of hours 2013</i> | 41 / 12 | 6 / 1 | 15% / 8% | |
| | <i>Daytime / Out of hours 2012</i> | 45 / 14 | 6 / 2 | 13% / 14% | |
| | <i>Daytime / Out of hours 2011</i> | 43 / 14 | 6 / 2 | 14% / 14% | |
| *One4All | | 2015 | 23 | 2 | 8.7% |

| Site | Service | No. of staff | No. bilingual | % |
|--|---------|--------------|---------------|-----|
| Centres Customer care i.e. x4 one stop shops (face to face services) | 2014 | 25 | 3.25 | 13% |
| | 2013 | 26 | 5 | 19% |
| | 2012 | 27 | 6 | 22% |
| | 2011 | 29 | 7 | 24% |

Job Descriptions for all public facing customer service staff state Welsh is "*desirable*" for the post. Candidates are short listed with this in mind as part of the application and recruitment process.

In terms of the Council's Telephone Contact Centre based in Tŷ Elái a 'Press 1 for Welsh' option became live on Monday 2nd Feb. The service is also reviewing all 'closed' messages.

The One4All Centres offer meetings in Welsh by appointment.

In 2014/2015 238 jobs vacancies were advertised of which 2 vacancies had Welsh as an essential requirement and 69 had Welsh as a desirable requirement.

Essential

| | |
|--|---|
| Secondary Specialist Adviser for Welsh | 1 |
| Senior Translator - Central South Consortium | 1 |

4. Scheme Management and Administration

(i) National Performance Indicator 5 – Human Resources Equality and Diversity

Number and % of staff who are able to speak Welsh

- by service area
- in relation to post grades
- in relation to workplaces (offices, centres, HQ's etc)

For detailed information as is held on the Vision system see Appendix A.

Information regarding NP1 4 & 5 is held and maintained within the Council's computerised human resource software system "Vision". The system can be used for the purposes of workforce planning and the implementation of the Council's Linguistic Skills Strategy. Vision will be the key resource in implementing the strategy as it will provide an understanding of the bilingual skills currently contained in posts / units / teams / directorates.

| | |
|-----------------------------------|---|
| Staff base 14,147 | Welsh speakers fluent and fairly fluent |
| Chief Executive | 38 |
| Community and Children's Services | 232 |

| | |
|--|--------------|
| Corporate and Front Line Services | 71 |
| Education and Lifelong Learning | 42 |
| Schools | 983 |
| Schools and Community (catering & music) | 81 |
| Total | 1,447 |

As at April 2015, 1,447 (10%) members of all staff have stated they are fluent (970) or fairly fluent (477) in Welsh.

This compares with 1,646 or 11% (2014), 1,783 or 13.5% (2013) and 14% (2012). Surveys continue.

School based staff account for 1,015 or 70% of all of Council employees who have stated are fluent (638) and fairly fluent (377).

At appointment information corporate Human Resource staff are required to input onto Vision system is as follows:

- (i) do you speak Welsh yes / no
- (ii) what level of language skills do you consider you have:
 - fluent
 - fairly Fluent
 - intermediate
 - improver
 - beginner

Gaps remain in the information while the practice continues to be embedded.

Opportunity exists to create control points for managers to consider language ability and capacity for their service areas within the recruitment process, specifically: reviewing job descriptions, recruitment request and advertising stages.

The Council's Linguistic Skills Strategy provides a framework for managers to identify language need and to appoint Welsh speaking staff to serve the public.

Council staff are being encouraged to use the Welsh Joint Education Council's Work Place Welsh Language Toolkit to assess the level of their Welsh language skills. At the time of writing this report some 82 staff had created an account. A meeting has been requested with HR in order to facilitate usage and encourage engagement with the Workplace Welsh Language Skills Assessment kit.

(ii) National Performance Indicator 1 – Contracted Out Services / Procurement

Objective: that contracts made by the Council with 3rd parties are provided in accordance with the requirement of the Welsh Language Scheme.

Description: a percentage of contracts monitored which comply with WLS requirements during the year for front line services provided to the public

Data collection: particular emphasis on child and elderly care contracts, youth services and contract in pre-school child care services.

Information with regard to care services, the youth service and contracts in pre-school childcare services is detailed under NP2 Front Line Services.

Procurement staff are aware of The Welsh Language Board's guidelines 'Contracting out Public Service Contracts and the Welsh Language'.

Procurement need to understand the demand for bilingual service in various contract areas and assess at the front end to decide whether the Welsh language is relevant to that contract and, where relevant, ensure that it is reflected properly in each contract where there is a focus on personal / people services.

The Council uses the Welsh Government SquiD's document for Pre Qualification. In Rhondda Cynon Taf there is a specific Welsh Language gateway question on the Contract Strategy forms. Every new contract process undertaken by Corporate Procurement has one of these Contract Strategy forms. The question asked is "Does the Welsh Language Scheme apply to this contract?" If yes, the contactor is asked to provide details (and Procurement must ensure that this is reflected in the Contract Terms, Specification and Method Statements).

Standard procurement documentation is now common with the other 15 Councils in the Welsh Purchasing Consortium and includes Welsh language elements. Work has also been undertaken to more closely harmonise 'Contract Procedure Rules' for Councils across Wales and the RCT rules will be amended to incorporate all Welsh language principles agreed through this process.

5. Linguistic Skills

(i) National Performance Indicator 4 - Human Resources

Linguistic Skills: Comparing Service needs and capacity

Number and percentage of staff who have received training in Welsh language up to a particular level of qualification.

Objective: guarantee Welsh medium service and / or administer business through the medium of Welsh.

Data collection: arrangements to identify employees' linguistic skill development needs and record achievement and arrangements to record the number of employees attending (awareness) training.

Qualifications are contained in Vision where information has been provided by individual staff. Information can be provided if required. Welsh Courses in the workplace summary: in order to help identify Council spend on Welsh language training a financial ledger code (TY47) has been set up to record expenditure. Not all staff Welsh Language training is being coded here therefore capturing data remains problematic. Further directives from corporate finance staff will be issued.

Welsh Language Training Summary 2014 / 2015

A learners' database is maintained with around 1,350 contacts to date (around 750 with e-mail contact and information is sent on learning / courses / activities for learners in community. A Welsh speakers' distribution list of around 700 staff is maintained.

Welsh for Adults: 30 week courses (60 hours @ 2 hrs p/w)

Two classes (Entry level 1, Foundation 1) closed during the year due to insufficient numbers and issues regarding releasing staff, i.e.

- Entry 1 Tŷ Trevithick 6 attendees (Sept 14 – June 15) – closed at Easter
- Foundation 2 Tŷ Trevithick 5 attendees (Sept 14 – June 15) – closed December

The following weekly classes are continuing

- Intermediate 2 Tŷ Trevithick 8 attendees – continuing (Sept 14 – June 15)
- Foundation 2 Tŷ Elai 4 attendees – continuing (Sept 14 – June 15)

Awareness Raising Sessions

- A session was held in March 2015 11 staff attended

Magu Hyder (Confidence Raising Course) 15 week course (20 hours)

- Tŷ Trevithick / 8 attendees (March – June 2015)

Gloywi Iaith (Written)

- No Gloywi Iaith course was held during this reporting period

1 Day Taster Session: Introduction to Welsh (Customer Care)

- No Customer Care Taster sessions were held during this reporting period

Confidence Raising / Magu Hyder Sessions

- One course 15 weeks, (Feb – June 2015) stand-alone sessions attract around 5 staff on a weekly basis

Two-day Taster Sessions (ring-fenced to Social Care Staff):

- Prospect House, Aberdare Oct 2014 – 8 attendees
- Rhondda Heritage Park, Trehafod Nov 2014 – 7 attendees
- Clydach Development Centre, Tonypany Jan 2015 – 7 attendees

Two-day Taster Session (open to all staff)

- Tŷ Trevithick / June 2014 – 8 attendees
- a further taster session is organised for June 2015

Students may sit a series of 4 certified examinations “Using Welsh” (Welsh Joint Education Committee). The WJEC is a member of The European Association of Language Testers in Europe (ALTE) and the examinations are comparable to the ALTE framework.

| WJEC “Using Welsh” | ALTE | Number of contact hours |
|---------------------------|-------------|--------------------------------|
| Entry | A2 | 60 hours (min) |
| Foundation | B1 | 150 hours |
| Intermediate | B2 | 300 hours |
| Advanced | C1 | 400 hours (min) |

Many staff continue to enrol on Welsh courses in the community in the evenings, and may or may not self-fund therefore the total number of Council staff studying Welsh is unknown.

E- Learning

Together with Caerphilly, Cardiff and Merthyr Tydfil councils, Rhondda Cynon Taf Council has commissioned Learning Industries to develop a computer based learning and training programme to raise staff’s Welsh language awareness. By working with other councils we have achieved significant financial savings. The fully bilingual e-learning module will enable us to deliver awareness courses to around 5,000 staff (a third of RCT’s workforce via the intranet) and will become live in Spring 2015.

6. Main Streaming / Good Practice

E-recruitment Website

Applicants can browse the Welsh or English website pages looking for jobs, and apply for posts in either language. All jobs are advertised bilingually and the translation unit has since nominated a specific translator to deal with translating job descriptions and person specifications. The back office workflow of the site has also been translated with the aim, once live, of giving recruiting managers the same linguistic choice.

Corporate Website

The website has a bilingual splash page bearing in mind good practice in terms of information technology and language choice being equally visible at the first instance. Language choice (cookies) is also recorded and remembered when using the site. A new site is being developed which will have a flip function in terms of language choice.

Welsh Tools and Resources on the Computer

Schools are able to download software independently of the Council’s Information Technology Support Team. However, a recent awareness raising programme with Welsh medium primary schools heads regarding Welsh Tools and resources for Welsh language users has resulted in considerable interest in accessing the applications and programmes.

- To Bach: 80 council staff downloads / known school installations
- Cysgliad: 80 council staff installations / known school installations
- Microsoft Windows and Office: 11 council staff downloads / school installations unknown

The Council purchased a 1,000 user licence for Cysgliad in 2015.

Returning Officer Election Declarations 2015

Arrangements exist to ensure that the council's website is updated in Welsh as and when the announcements were made. Returning votes declarations were made in Welsh at the three count locations in the county.

Headed Paper

New supplies of headed paper and compliment slips will carry the following information:

Dewiswch iaith a diwyg eich dogfen | Available in alternative formats and languages
Fydd gohebu yn y Gymraeg ddim yn arwain at oedi | Corresponding in Welsh will not lead to a delay

Information and instructions for use vis-à-vis Regulations 132 (use of logo to indicate Welsh speakers and learners) and 133 (inserting staff contact details on e-mail signature strips and out of office messages) have been circulated to Working Groups and also placed on intranet. Take up is increasing.

Library Service 2015

Training / recruitment: 1 staff member paid for through library service budget £68.

Welsh Language/bilingual projects: £1,000 spent purchasing dual language board books (free gift for baby joiners).

Welsh for Adults Glamorgan: Welsh Groups in Libraries

Weekly Welsh coffee afternoons are held at Hirwaun Library

Welsh Reading Groups are held at Hirwaun and Tonypany Libraries

Welsh Classes are held at Pontypridd Library (x2) and Llantrisant Library

Welsh for the Family sessions are held at Porth Library

Book stock: £10,179 of the book stock budget has been spent on the purchase of Welsh Language stock in 2014/15.

The library service has purchased 200 licenses for Cysgliad software which makes writing in Welsh easier. It contains Cysill (a Welsh grammar and spelling checker) and Cysgeir, a suite of Welsh/English dictionaries in electronic format.

The Housebound service has updated their application forms to include a check box to ask if people are Welsh speakers and would prefer books in Welsh. The service is seeking to send a Welsh speaker to carry out assessments.

Marketing

In view of the Welsh Language Standards coming into force in November 2015 the Corporate Marketing Team ensure that Welsh is first on printed material which they co-ordinate.

Corporate Human Resources

Some progress has been made but not across the board as staff within HR have been heavily engaged in service changes and school redundancies which have had to take priority over last few months.

Education: Schools

The Welsh Development Officer has been involved in a series of presentations to all Welsh medium primary school heads to increase awareness and subsequent use of Welsh language information technology tools and resources. This included Gwgl, To Bach, Microsoft Office and Windows Welsh interface, Cysgliad, Cysill on-line, Y Termiadur Addysg and Ap Geiriaduron as well as reference to the growing number of apps which are available in Welsh. Much interest has been shown and it is hoped there will be increased usage of the tools.

Governor Support Service has carried out a language survey of school governors. Following this, the termly training brochure now includes a Welsh Use of Data Course (minimum 5 delegates per course).

Adult and Community Learning

The Community Learning Service uses the Language Skills Framework to decide whether a post(s) should be denoted as 'Welsh essential'. Every department within Community Learning operates bilingually and all printed material is printed bilingually. Staff are available to discuss queries in the medium of Welsh. About 25% of Adult Education staff have Welsh language skills. All staff have the opportunity to either learn Welsh or improve their Welsh and this forms part of staff training plans. The service works with the Workers Education Association to organise and promote courses in the Welsh language for adults. The Gartholwg Lifelong Learning Centre hosts some Welsh language learning courses (including intensive courses) at various levels provided by the Welsh for Adults Centre, University of South Wales and hosts the Glamorgan Welsh for Adults Learners' Eisteddfod every year.

Courses 2014 / 2015: 16 Welsh language courses were provided at Gartholwg Lifelong Learning Centre as well as a number of other locations between April 14 and January 2015, which attracted healthy numbers of attendees (e.g. Marketing via Social Media, Wales Yesterday and Today, Enjoying literature, Computers, Creative Textiles, A Look at Wales, Pilates, Cookery)

Welsh Displays: Included Saint David's Day, Saint Dwynwen's Day and Shwmae Day

Events and Theatre for Adults: A number of events were held and included a variety of entertainment (e.g. Quiz, Song and Curry evening, Cookery, theatre: Dynes a Hanner as well as the Glamorgan Learners' Eisteddfod.

Childrens' Theatre: 10 children's theatre productions were held throughout the year including Gwyn, Hwyaden Fach Hyll, SXTO, Y Llygoden Wlad and Sioe Gerdd Dal Sownd.

Community Festival: Gŵyl y Garth attracted over 400 visitors this year.

Schools Intranet

The Education department has developed a web-based communication tool Moodle to facilitate and improve communication and information sharing between the Education and Lifelong Learning Department and the County's schools. Moodle was designed bilingually from the outset. There is a directive that all communication from the Council's Education Department via Moodle to schools is bilingual.

Welsh Education Strategic Plan

In the past, local authorities had to prepare and submit non-statutory Welsh in Education Strategic Plans (WESP) to explain in detail how they aim to achieve the Welsh Government's outcomes and targets outlined in the Welsh Medium Education Strategy.

As part of the process of developing and monitoring the plan the Council has established a Welsh Education Partnership with the remit of:-

- assisting the local authority in the development of the WESP
- to provide response and feedback to inform the finalisation of the WESP
- to monitor the progress of the WESP's implementation at regular intervals throughout its life
- to provide a forum for communicating and exchanging views, information and data regarding Welsh language education within the County Borough
- to be an effective key strategic group representative of a wide range of stakeholders and providers

Awareness Raising

The Welsh Services Unit continue to meet with the Service Area Managers and Service Manager and key officers to draw attention to the need to consider the Welsh language when planning how services are provided to the Welsh speaking public that we serve. Key actions to meet the objective for providing bilingual services / services in Welsh are to recruit sufficient numbers of bilingual staff and / or to train and develop existing staff / to ensure that material for the public is bilingual etc.

Information on the implications of the new Standards has been circulated to managers together with presentations to Service Managers and their teams. There is reference in the Strategic Business Plans Guidance Document to 'Cross Cutting' issues and in particular the new Welsh language Standards and how they will affect services.

7. Analysis of Performance by Priority and Target

Annual Monitoring

An electronic survey regarding compliance with Welsh Language Scheme and mapping ahead of the Welsh Language Commissioner's Standards was produced and led by Internal Audit with follow up meetings. The survey sent to Heads of Service was carried out in January 2015, under the signature of Chief Executive Officer. Results are awaited.

Also, there has been no monitoring of press statistics given that (i) the practice is for the most part embedded (ii) there has been withdrawal of support for paid advertisements and notices also given that the only two departments that do not comply by now (Legal and Public Notices mostly remain in English only, particularly regarding local traffic and footpath orders. See Verification Exercise response Dec 2010; also theatres whose advertisements remain partly bilingual). Lack of bilingual advertising is followed up on a case by case basis.

Translation Statistics

The total number of requests for translation (or for related administrative tasks e.g. processing Welsh side of the corporate recruitment website) reflects another increase. The majority of the increase is due to the continued growth in the use of the corporate website as a major resource in the way the council conducts its business with the public.

| Number of translation requests ¹ | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 |
|---|---------|-------------------|-------------------|-------------------|-------------------|---------------------|
| | 3720 | 4835 ² | 5704 ³ | 6093 ³ | 9127 ³ | 12,518 ³ |

¹ all figures include web translations which are not split into service areas

² figure includes surge in translation work due to establishment of new corporate website

³ figure includes new corporate web pages, web pages where Welsh is already available but need updating, useful links, related documents, on-line services and forms, news and service documents.

8. Publishing Information on Performance

A copy of this Annual Monitoring Report is available via a computer link from the Councils' Improvement Plan on its [website](#)

Further copies (hard copies or electronic pdf) are also available from:

The Welsh Language Officer
 Welsh Services Unit
 Rhondda Cynon Taf County Borough Council
 Tŷ Trevithick
 Abercynon
 Mountain Ash
 CF45 4UQ

welshlanguageofficer@rhondda-cynon-taf.gov.uk

A statement will be included in the Council's Improvement Plan to inform the public as to where they can access a copy of the Welsh Language Annual Monitoring Report.