

**POLICY AND RESOURCES CABINET BOARD**

**4<sup>TH</sup> SEPTEMBER 2008**

**CHIEF EXECUTIVE'S OFFICE**

**REPORT OF THE HEAD OF CORPORATE STRATEGY  
- P.GRAHAM**

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**ITEM NO.1**  
**PART 1 – SECTION A**

**1**     **REFOCUSED POST OFFICE DIVERSIFICATION FUND**  
**WELSH ASSEMBLY GOVERNMENT CONSULTATION**

**1.1**   **Purpose of the Report**

To seek the Board’s views on the Welsh Assembly Government’s proposal to introduce a new refocused Post Office Diversification Fund. The deadline for comments is 30<sup>th</sup> October 2008.

**1.2**   **Background**

On 7<sup>th</sup> August, the Welsh Assembly Government published its proposals for a new diversification fund to help sub-postmasters and sub-postmistresses diversify and improve their Post Offices. The consultation has been informed by the outcomes of a meeting of key stakeholders including representatives of the National Federation of Sub-postmasters, Post Office Ltd and the Welsh Local Government Association. Following the consultation the Welsh Assembly Government anticipates launching a new three-year funding programme on 1 January 2009.

The aim of the previous Post Office Development Fund, which supported 106 post offices in the period 2002 to 2004, awarding a total of £4.1m, was “to help maintain a viable post office network throughout Wales and ensure that this vital community facility remains accessible to all, particularly those living in deprived and/or isolated areas of Wales”. The grants were for capital works to sub post offices, e.g. new counters, improved access, in addition to other activities that would increase footfall and revenue, such as community rooms, tea rooms and information points.

The new fund, which will include both capital and revenue support, aims to help sub-postmasters and sub-postmistresses strengthen and diversify their businesses, making them more sustainable in the long term for the benefit of the communities they serve. The scheme will provide funding for such things as business and marketing advice, advertising, training and set-up costs for new services. The new fund could also pay for physical improvements not funded by Post Office Ltd.

### 1.3 The Proposals

To be State Aid compliant the new fund will not fund any activity that is funded, or should be funded, by Post Office Ltd. The fund's aim therefore is to provide support for capital improvements and support for diversification into non post office retail activity. The consultation paper sets out a series of questions on the criteria to be applied in administering the fund. These include:

#### CAPITAL FUNDING

##### Structural Improvements

Non-post office funded cosmetic improvements such as improved counters, signage, aesthetic improvements and small-scale repair and modernisation works.

*Should capital be provided for improvements?*

##### Diversification

To improve and diversify the retail business attached to the post office, with the emphasis on new non-post office services of benefit to the community. Non-commercial services which encourage increased footfall could also be considered. There would be an assumption that there should be no direct competition with another local retailer.

*Would you like to see capital funding provided for this purpose?*

##### Activities to be supported through the capital fund

- Improving access
- Improving and expanding sales area
- Introducing new retail business
- Modernising the associated retail business
- Provision of ICT facilities
- Providing essential equipment
- Improving security with lighting, alarms, or CCTV
- Improving external appearance
- General repair/investment work to the post office/retail business
- Work that supports other benefits to the local community

*Do you agree or disagree with the types of activity listed?*

*Is there anything else that could be supported from the capital fund?*

Limit on grant awards

The proposed maximum grant is £20,000. This will allow more post offices to benefit from the capital fund. This is in line with a recommendation from the evaluation of the previous fund.

*Do you agree or disagree with a maximum capital award of £20,000?*

Match funding for capital grants

Consideration is being given to requiring match funding for any project exceeding £5,000. This is another recommendation from the evaluation of the previous fund. WAG proposes to require a 25% contribution from sub-postmasters/mistresses for any project over £5,000.

*Do you think there should be a match funding requirement for grants above £5,000?*

*Do you agree with the level of match funding proposed?*

Business Advice

It has been suggested that any capital grant exceeding £5,000 should be dependent on the applicant first receiving business advice, funded by the revenue stream of the fund.

*Do you agree or disagree with this approach?*

A further recommendation from the evaluation of the previous funds is that funding should be conditional on the submission of a robust business plan demonstrating the value to be added by the project.

*Do you agree or disagree that capital grant applications should be dependent on robust business plans?*

Benefit to the local community/business

Capital grant applications should demonstrate benefit to the local community and/or increased viability of the retail business at the application stage

*Do you agree or disagree with this approach?*

### Assessment criteria

WAG anticipates a large number of applications when the scheme is launched from 1 January 2009. Applications will need to be assessed and decisions made on the most worthwhile projects to support.

*Do you have any suggestions on the type of assessment criteria that should be used?*

### REVENUE FUNDING

#### Activities to be supported

WAG proposes to make revenue funding available particularly to enable diversification. Funding could be used for the following activities:

- Business advice
- Marketing advice for the retail business
- Advertising new services
- Training courses or associated revenue costs
- “Pump-priming” new diversification set-up costs, e.g. new staff posts or extended opening hours for a limited period

*Do you agree or disagree that revenue support is needed?  
Is there anything else that could be supported from the revenue fund?*

#### Limit on grant awards

The proposed maximum grant is £15,000

*Do you agree or disagree with the maximum of £15,000?*

### Assessment criteria

WAG again anticipates a large number of applications when the fund is launched. One criterion it expects to use in assessing and deciding on applications is the impact the grant will have on the local community.

*Do you have any suggestions on the type of assessment criteria that should be used?*

## GENERAL ELIGIBILITY CRITERIA

### Contract with Post Office Ltd

Only those sub-postmasters/mistresses who hold a contract with Post Office Ltd should be eligible to apply. It has also been suggested that funding should not be given to those who benefited under the previous scheme.

*Do you agree or disagree with these proposals?*

### Spatial targeting

It has been suggested that some form of spatial targeting be used to prioritise the funding. This would limit the funding to specified areas such as urban deprived areas and rural areas. The previous fund was targeted at the 125 most deprived and 125 most isolated areas in Wales as defined by the Welsh Index of Multiple Deprivation.

*Should the fund be targeted? If so, how should it be targeted?*

### Social value

If a post office falls outside a targeted area it has been suggested that applications could be considered where the post office provides a distinct social purpose for the local community, e.g. the last retailer in the village. WAG will consider the inclusion of this as a special criterion.

### Relationship to other funds

Grants will be awarded only if there is clear evidence that support could not be obtained from other funding schemes operated by WAG.

## **1.4 Proposed Response**

The Welsh Assembly Government's proposal to introduce a revised funding scheme to support local post offices is welcomed. Whilst it is clear that State Aid rules prevent the Welsh Assembly Government from providing financial support for post office-related activities, this new fund, in addition to the existing small business rate relief scheme, will provide much-needed support for the sustainability of the local post office network.

The proposal to provide both revenue and capital funding is supported as is the proposed range of eligible activities for both funding streams.

Assessment criteria will be required given that the amount of funding, whilst not quoted in the consultation paper, will be limited over the three-year funding period; the nature of the scheme means that there will be competitive bidding for grants. Any assessment criteria will need to apply over the lifetime of the scheme rather than specific criteria being introduced to deal with the anticipated initial flood of applications once the scheme is launched. Perhaps some rationing of funds based on geographical deprivation and rural isolation could be introduced for an initial period. The suggested limits of £20,000 for capital funding and £15,000 for revenue funding appear reasonable, as does the proposal to require a level of match funding from applicants for capital projects.

The requirement for robust business plans would provide a level of reassurance regarding effective use of the fund, but perhaps the requirement to obtain business advice for capital projects above £5,000 should not be compulsory.

The proposed eligibility criteria of holding a contract with Post Office Ltd and spatial targeting based on deprivation and rural isolation are supported, along with the proposal to make exceptions outside of targeted areas where clear social value is being added for the local community. Members' views are sought on whether those who received funding under the previous scheme should be ineligible to apply under the new scheme.

## **1.5 Recommendation**

It is recommended that, subject to any additional views agreed by Members, that the above response be submitted to the Welsh Assembly Government.

## **1.6 Reasons for Proposed Decision:**

To respond to the Welsh Assembly Government's consultation on the proposed Post Office Diversification Fund by the due deadline of 30<sup>th</sup> October 2008.

## **1.7 List of Background Papers:**

Welsh Assembly Government Consultation Paper – August 2008

**1.8 Wards Affected:**

All

**1.9 Valleys Strategy:**

All

**1.10 Officer Contact:**

Philip Graham, Head of Corporate Strategy  
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## COMPLIANCE STATEMENT

### 1 **REFOCUSED POST OFFICE DIVERSIFICATION FUND** **WELSH ASSEMBLY GOVERNMENT CONSULTATION**

#### (a) **Implementation of Decision:**

The decision is proposed for implementation after the three day call-in period.

#### (b) **Sustainability Appraisal:**

##### **Community Plan Impacts**

Economic Prosperity	-	positive impacts
Education & Lifelong Learning	-	no impact
Better Health & Well Being	-	positive impacts
Environment & Transport	-	positive impacts
Crime & Disorder	-	no impact

##### **Other Impacts**

Welsh Language	-	no impact
Sustainable Development	-	positive impacts
Equalities	-	positive impacts
Social Inclusion	-	positive impacts

#### (c) **Consultation**

There has been no requirement under the constitution for external consultation on this item.

**ITEM NO.2**  
**PART 1 – SECTION A**

**2** **REVIEW OF ELECTORAL ARRANGEMENTS:**  
**WELSH ASSEMBLY GOVERNMENT CONSULTATION**

**2.1** **Purpose of the Report**

To seek the Board's views on the Welsh Assembly Government's consultation on the directions to be issued to the Local Government Boundary Commission for Wales in respect of its forthcoming review of electoral arrangements for local authorities in Wales. The closing date for comments is 19<sup>th</sup> September 2008.

**2.2** **Background**

The Local Government Boundary Commission for Wales has a duty under section 57 of the Local Government Act 1972 to conduct reviews of electoral arrangements in each of the 22 principal council areas in Wales.

The last set of reviews conducted by the Commission occurred following the local government reorganisation arising from the Local Government (Wales) Act 1994, with the reviews being undertaken between 1996 and 2001. The reviews must be repeated within 10 to 15 years of the completion of the previous reviews. The Commission intends to commence its review programme as soon as practicable after the local elections of 2008 with the aim of the final review being completed during 2011. It is intended that any changes, which are subject to approval by the Minister for Social Justice and Local Government, should then take effect for the local elections in 2012.

The term "electoral arrangements" refers to the number of councillors in a county or county borough, the number and boundaries of the electoral divisions forming part of the principal area, the number of councillors to be elected in each division and the names of the divisions.

The Minister also has the power to issue directions to the Commission for its guidance in conducting these reviews, which can be different for different county reviews. Prior to issuing such directions, the Minister is obliged to consult with the Welsh Local Government Association.

However, the Minister is also seeking views from other local government organisations, local authorities, political parties and other organisations, as well as the general public. Comments are being sought on the following specific issues which could be included in any directions to the Commission:

- 1 Should the Commission be requested to consider the appropriateness of multi-member divisions?
- 2 If multi-member divisions are to continue, should they be in the same areas as they are now?
- 3 Should the minimum size of a county or county council be varied from 30 members?
- 4 Is the maximum number of 75 members still appropriate?
- 5 Should the ratio of councillors to electors stay at 1:1,750?
- 6 Should the Commission be asked to take account of population sparsity in rural areas so that the ratio in these areas could relate to a lesser number of electors? Should there be a minimum number?

To assist consideration of these questions Appendix 1 sets out details of the electoral divisions, the number of councillors for each division and electoral data for the years 1995, 2000 and 2008.

### **2.3 Proposed Response**

The following response is proposed:

- 1 Should the Commission be requested to consider the appropriateness of multi-member divisions?

It is a matter for the Minister to decide whether this should be the case generally, but it is not considered appropriate for Neat Port Talbot as the current electoral arrangements in this respect are long-standing, well-established and should be retained in the interests of effective and convenient local government.

- 2 If multi-member divisions are to continue, should they be in the same areas as they are now?

The Council supports the continuation of multi-member divisions within their current defined areas as proposed by the Commission in their previous review of electoral arrangements in Neath Port Talbot.

The divisions of Aberavon, Bryn-coch South, Port Talbot, Sandfields East, Sandfields West and Tai-Bach are all either single communities or single community wards with large numbers of electors. In these divisions it would not be feasible to create single-member divisions without splitting communities by drawing artificial boundaries that break long established local ties between two parts of the same community.

The remaining multi-member divisions of Baglan, Bryn and Cwmavon, Cimla, Neath East, Neath North, Neath South and Pontardawe, Coedffranc Central and Glynneath are made up of two or more communities or community wards. In order to create single-member divisions with similar numbers of electors in these areas it would be necessary to redraw the community and community ward boundaries, again creating artificial boundaries. Certain communities would also have too small an electorate to become electoral divisions in their own right.

- 3 Should the minimum size of a county or county borough council be varied from 30 members?

The Council supports the minimum size of a county or county borough council remaining at its current level of 30 members.

- 4 Is the maximum number of 75 members still appropriate?

The Council supports the maximum size of a county or county borough council remaining at its current level of 75 members.

- 5 Should the ratio of councillors to electors stay at 1:1,750?

The Council supports the retention of the current ratio of councillors to electors (1:1,750) as prescribed by the Secretary of State for Wales in his directions during the previous review of electoral arrangements.

Any alteration of the ratio figure or council size must consider carefully the size and character of the authority, as well as other factors such as population density, rural sparsity, local topography, road communications and local ties.

- 6 Should the Commission be asked to take account of population sparsity in rural areas so that the ratio in these areas could relate to a lesser number of electors? Should there be a minimum number?

The Council supports the proposal to allow the Commission flexibility to take into account population sparsity in rural areas when conducting electoral arrangement reviews to ensure fair representation.

## **2.4 Appendices**

Appendix 1 – Electoral Data – 1995, 2000 and 2008

## **2.5 Recommendation**

It is recommended that, subject to any additional views agreed by Members, that the above response be submitted to the Welsh Assembly Government.

## **2.6 Reasons for Proposed Decision:**

To respond to the Welsh Assembly Government's consultation letter in respect of the review of electoral arrangements by the due deadline of 19<sup>th</sup> September 2008.

## **2.7 List of Background Papers:**

Welsh Assembly Government Consultation Letter – June 2008

## **2.8 Wards Affected:**

All

## **2.9 Valleys Strategy:**

All

## **2.10 Officer Contact:**

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## COMPLIANCE STATEMENT

### 2 **REVIEW OF ELECTORAL ARRANGEMENTS: WELSH ASSEMBLY GOVERNMENT CONSULTATION**

#### (a) **Implementation of Decision:**

The decision is proposed for implementation after the three day call-in period.

#### (b) **Sustainability Appraisal:**

##### **Community Plan Impacts**

Economic Prosperity	-	no impact
Education & Lifelong Learning	-	no impact
Better Health & Well Being	-	no impact
Environment & Transport	-	no impact
Crime & Disorder	-	no impact

##### **Other Impacts**

Welsh Language	-	no impact
Sustainable Development	-	no impact
Equalities	-	positive impacts
Social Inclusion	-	positive impacts

#### (c) **Consultation**

There has been no requirement under the constitution for external consultation on this item.

**REVIEW OF ELECTORAL ARRANGEMENTS****Electorate/Councillor Ratios – 2008, 2000 and 1995**

Electoral Division	Electorate	Cllrs	Ratio/Cllr	Ratio/Cllr	Ratio/Cllr	Entitlement	Entitlement	Entitlement
			2008	2000	1995	2008	2000	1995
Aberavon	4146	3	1382	1468	1461	0.79	0.84	0.83
Baglan	5637	3	1879	1882	1876	1.07	1.08	1.07
Briton Ferry East	2412	1	2412	2473	2543	1.38	1.41	1.45
Briton Ferry West	2247	1	2247	2313	2370	1.28	1.32	1.35
Bryn and Cwmavon	5173	3	1724	1803	1676	0.99	1.03	0.96
Coedffranc Central	3084	2	1542	1555	1582	0.88	0.89	0.90
Coedffranc North	1840	1	1840	1850	1896	1.05	1.06	1.08
Coedffranc West	1902	1	1902	1936	1660	1.09	1.11	0.95
Cymmer	2204	1	2204	2499	2515	1.26	1.43	1.44
Glyncorwg	881	1	881	961	967	0.50	0.55	0.55
Gwynfi	1077	1	1077	1245	1253	0.62	0.71	0.72
Margam	2273	1	2273	1412	1413	1.30	0.81	0.81
Port Talbot	4467	3	1489	1460	1456	0.85	0.83	0.83
Sandfields East	5219	3	1740	1644	1655	0.99	0.94	0.95
Sandfields West	5127	3	1709	1790	1759	0.98	1.02	1.01
Tai-Bach	3861	2	1931	2022	1901	1.10	1.16	1.09
Aberdulais	1792	1	1792	1538	1453	1.02	0.88	0.83
Allt-Wen	1800	1	1800	1915	1749	1.03	1.09	1.00
Blaengwrach	1592	1	1592	1548	1586	0.91	0.88	0.91
Bryncoch North	1858	1	1858	1904	1951	1.06	1.09	1.11
Bryncoch South	4476	2	2238	1818	1502	1.28	1.04	0.86
Cadoxton	1405	1	1405	1296	1117	0.80	0.74	0.64
Cimla	3289	2	1645	1686	1682	0.94	0.96	0.96
Crynant	1552	1	1552	1699	1643	0.89	0.97	0.94
Cwmllynfell	951	1	951	935	911	0.54	0.53	0.52
Dyffryn	2580	1	2580	2586	2509	1.47	1.48	1.43
Glynneath	2754	2	1377	1453	1460	0.79	0.83	0.83
Godre'Rgraig	1220	1	1220	1422	1196	0.70	0.81	0.68
Gwaun-Cae-Gurwen	2339	1	2339	2355	2258	1.34	1.35	1.29
Lower Brynamman	1065	1	1065	1065	1038	0.61	0.61	0.59
Neath East	4916	3	1639	1586	1598	0.94	0.91	0.91
Neath North	3218	2	1609	1630	1670	0.92	0.93	0.95
Neath South	3663	2	1832	1746	1789	1.05	1.00	1.02
Onllwyn	974	1	974	991	1015	0.56	0.57	0.58
Pelenna	933	1	933	990	1014	0.53	0.57	0.58
Pontardawe	4060	2	2030	2168	1982	1.16	1.24	1.13
Resolven	2495	1	2495	2617	2585	1.43	1.50	1.48
Rhos	2094	1	2094	2107	1936	1.20	1.20	1.11
Seven Sisters	1686	1	1686	1697	1739	0.96	0.97	0.99
Tonna	1918	1	1918	1831	1694	1.10	1.05	0.97
Trebanos	1089	1	1089	1180	1150	0.62	0.67	0.66
Ystalyfera	2357	1	2357	2586	2519	1.35	1.48	1.44
<b>TOTALS</b>	<b>109626</b>	<b>64</b>	<b>1713</b>	<b>1719</b>	<b>1676</b>	<b>0.98</b>	<b>0.98</b>	<b>0.96</b>



## **ITEM NO.3**

### **PART 1 – SECTION B**

**Officer Urgency Action – The following urgent matter has been determined by the Head of Corporate Strategy in consultation with the requisite Members, for immediate implementation. This report is for information only.**

#### **1 SUPPORT FOR THE NEW LORD LIEUTENANCY OFFICE**

##### **1.1 Purpose of the Report**

To advise Members of the signing of an Officer's Urgency Action to make a financial contribution of £2000 in respect of the transitional setting-up costs of establishing the new Lord Lieutenancy Office.

##### **1.2 Background**

The Chief Executive met with the Chief Executive of the City and County of Swansea to discuss the cost of providing part-time secretarial support to the Office of the Lord Lieutenant for a transitional period, following which it was agreed that both Councils would make a financial contribution to these costs.

##### **1.3 Financial Appraisal**

The cost can be met from the Chief Executive's Office revenue budget for 2008/9.

##### **1.4 Officer Decision**

That a financial contribution of £2000 be made in respect of the establishment of the new Lord Lieutenancy Office.

##### **1.5 Wards Affected**

All

##### **1.6 Officer Contact**

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## **ITEM NO.4**

### **PART 1 – SECTION C**

#### **1 Welsh Language Scheme Annual Monitoring Report 2007/08 and Corporate Action Plan**

##### **1.1 Purpose of Report**

To provide members with the Welsh Language Scheme Annual Monitoring Report for 2007/08 and the updated Corporate Action Plan.

##### **1.2 Background**

The revised Welsh Language Scheme was approved by the Welsh Language Board on 27<sup>th</sup> July 2007. The revised Scheme amends and replaces the original scheme which has been in place since March 1997.

Since the Scheme's inception much progress has been made in implementing the Scheme and, in many instances, compliance has become standard practice, with greater consistency across the Council.

##### **1.3 Overview of Progress**

All directorates collect data for a wide range of performance indicators for the Scheme. This data is included in the Council's annual monitoring report, which the Council is required to produce by the Welsh Language Board. The monitoring report for 2007/08 has been submitted to the Board and feedback is awaited. In due course this information will be placed on the website.

The updated corporate action plan aims to facilitate effective implementation of the Scheme and co-ordinate common actions, which are a particular priority, across individual directorate action plans.

##### **1.4 List of Background Papers**

Welsh Language Scheme approved on 27<sup>th</sup> July 2007.

##### **E.7 Appendices**

Appendix 1 – Annual Monitoring Report 2007/08

Appendix 2 – Corporate Action Plan 2008/09

## **1.6 Wards Affected**

All

## **E.7 Officer Contacts**

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**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL  
CYNGOR BWRDEISTREF SIROL CASTELL NEDD PORT TALBOT**

**WELSH LANGUAGE SCHEME**

**ANNUAL MONITORING REPORT**

**2007/08**

**Corporate Strategy Team  
July 2008**

# ANNUAL MONITORING REPORT

2007/08

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**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL  
GYNGOR BWRDEISTREF SIROL CASTELL NEDD PORT TALBOT**

**WELSH LANGUAGE SCHEME**

**ANNUAL MONITORING REPORT – 2007/08**

**1 SCHEME MANAGEMENT AND ADMINISTRATION**

**Introduction**

This report has been prepared by Karen Devereux, Corporate Strategy Co-ordinator in the Chief Executive's Office, the Officer responsible for the implementation and monitoring of the Council's Welsh Language Scheme.

Neath Port Talbot County Borough Council provides a wide range of services, including housing, education, environmental, highway and social services to the public. The Council consists of five main service areas, as follows:-

Chief Executive's  
Social Services, Health and Housing  
Education, Leisure and Lifelong Learning  
Environment  
Finance and Corporate Services

The formal reporting mechanism that exists for issues relating to the Welsh Language Scheme can be illustrated as follows:-



The Senior Implementing Officer responsible for ensuring the Scheme is implemented throughout the Council is: Karen Devereux, Corporate Strategy Co-ordinator.

## **2 WELSH LANGUAGE SCHEME COMPLIANCE**

### **General**

The Council's performance in implementing its revised Scheme will be measured as follows:

- Corporate and service Scheme action plans will continue to be produced for scrutiny, so that progress in implementing the Scheme can be monitored. The Heads of Service Equalities Group will also oversee the implementation of the corporate action plan.
- Corporate and service comments, compliments and complaints reports will continue to be produced for scrutiny, so that any comments etc. made with regard to the Scheme are highlighted.
- The Council's Business Planning Framework Guidance requires managers to address issues of equality, including language requirements in their business plans, which will be subjected to scrutiny.
- Progress with regard to promoting the Welsh language across the County Borough by all partner organisations will be addressed in an annual progress report considered by the Community Plan Partnership.
- The Council has considered issues raised by the Welsh Language Board (WLB), following the risk assessment visit in May 2007. As a result of this visit, the recommendations received from the Board have been incorporated into the corporate action plan for the Scheme and have subsequently been fed into appropriate service action plans.

## **3 MAINSTREAMING**

### **Service Planning and Provision**

#### **New Policies and Initiatives**

The introduction of the equality impact assessment framework will ensure the Welsh language is considered, along with other equalities strands when developing new and reviewing existing policies and services.



The equality impact assessment framework has been piloted across a number of services and policies and actions are being developed to address any adverse impacts as well as gaps in data.

The Council is also ensuring that the Scheme is mainstreamed into the Council's wider performance management framework because its business planning framework guidance requires managers to address equalities issues, including language requirements in their business plans, which are subjected to scrutiny.

Welsh language will be considered as part of the Community Plan review, which is scheduled to take place in the next 18 months. Any guidance on Welsh language will be taken into account.

Equalities diversity training was undertaken during 2006/07, which was aimed at senior management level. 140 managers in total undertook the training run by the Welsh Local Government Association. The training covered all equalities legislation including the requirements of the Welsh Language Act. Equalities training for 2008/09 is currently being considered. The aim is to consider a variety of training methodologies and courses not only to develop employees and elected members but also to enhance internal training capacity. The training will initially help senior managers to gain a greater insight into equalities issues including Welsh Language.

## **Dealing with other Organisations**

### **WLB/WLI 1 Number and percentage of the sample of third parties monitored that conform to the requirements of the Welsh Language Scheme**

- (i) in care services**
- (ii) in youth and leisure services**
- (iii) in pre school provision**

Further guidance is awaited from the WLB for this indicator, which the Board would like local authorities to measure.

The Council's Youth Services Team and the local Menter Iaith jointly produced a Partnership Progress Report in 2006/07. The report demonstrated that there is an awareness of the need to provide youth services through the medium of Welsh and that a range of innovative initiatives have been developed to help promote the use of the language by young people. The Youth Service and Menter Iaith continue to work in partnership.

In preparation for the recent Estyn inspection of Youth Support Services the Young People’s Partnership (YPP) put together a Self Assessment Report that looked at the breadth, reach and quality of youth support services across Neath Port Talbot. The Self Assessment identified that services available to young people through the medium of Welsh are of good quality but limited. Only Menter Iaith and the Urdd provide universal services through the medium of Welsh. A few partners provide access to Welsh speaking staff and bilingual publications, however many youth support service providers do not have bilingual staff and do not produce or display information bilingually.

The Children and Young People’s Partnership produced an improvement plan to accompany the Self Assessment Report showing the actions the partnership will take to address the shortcomings identified as part of the self assessment process. The action relating to the Welsh Language is below:

<b>Area for Improvement</b>	<b>Action Required</b>	<b>Responsibility</b>	<b>Timescale</b>	<b>Progress</b>
Increase the range and access to youth support services through the medium of Welsh and improve the opportunities to celebrate Welsh culture and heritage;	Map existing provision of services available through the medium of Welsh;	Menter Iaith/JJ	September–December 2008	
	Identify current activities that celebrate Welsh culture and heritage;	Menter Iaith/JJ and all partners	January-March 2009	
	Share current good practice across the partnership;	Partnership Support Unit	April 2009	
	Identify work force development/recruitment issues;	Menter Iaith/ JJ/SS/ Workforce Development Working Group	April-September 2009	
	Identify resources needed to increase the range of Welsh medium services and make recommendations to the Management Group.	Menter Iaith/JJ	June 2009	

The inspection took place during 9<sup>th</sup> – 20<sup>th</sup> June and Estyn confirmed that Welsh language provision is an area for development and it is certain that the inspection report will provide a recommendation to address this. The YPP will not know how they will phrase that recommendation until the end of July when the draft report will be sent. The final report will not be available until September at which point the YPP will be required to produce an action plan.

## 4 WELSH LANGUAGE FRONT LINE SERVICES

### Communicating with the Welsh Speaking Public

#### Staff Awareness

The following indicator shows that every effort has been made to ensure that members of staff are aware of their individual responsibilities in relation to the requirements of the Welsh Language Scheme:

#### PI No. L (WL) 3g - Percentage of employees reminded of requirement of Scheme

Service	07/08 %
Chief Executive's	100
Environment	100
Education, Leisure & Lifelong Learning	100
Social Services, Health & Housing	100
Finance & Corporate Services	100

The Council's Employee Guidance on the Welsh Language Scheme provides guidelines on how to comply with the Scheme. The revised version was sent to all business managers, on 25<sup>th</sup> September 2007, to be circulated to all employees to remind them of the requirements of the Scheme. The revised Scheme also featured in an internal newsletter.

#### Correspondence

In accordance with the Council's Welsh Language Scheme the Public Directory for Welsh Correspondence has been developed, which contains the details of members of the public who have confirmed their preference to receive correspondence and other documents from the Council in Welsh or bilingual format.

#### Telephone Calls

The Council continues to update its directory of Welsh speaking officers who are willing to assist with queries from members of the public who wish to conduct their business in Welsh. It is intended for the directory to be reviewed in 2008/09, to ensure all information is correct, as there have been significant changes to the location of employees.

In relation to the Council's performance in dealing with requests from members of the public to conduct telephone conversations with a Welsh speaking member of staff, the following data has been collated for 2007/08:-

**PI No. L (WL) 4 - Percentage of requests for Welsh Language Speakers to respond to telephone calls**

<b>Service</b>	<b>07/08</b>
	<b>%</b>
Chief Executive's	100
Environment	100
Education, Leisure & Lifelong Learning	100
Social Services, Health & Housing	88
Finance & Corporate Services	100

NB: There were 16 requests received during 2007/08 by Social Services, Health and Housing Service. Two requests were not complied with due to a Welsh speaking officer's unavailability. It should be noted that Welsh speaking staff, particularly within frontline teams, regularly conduct business in Welsh, through natural conversation rather than any formal requests.

**Public Meetings**

Several public meetings were arranged during the financial year 2007/08. In some instances language preference was established before the meetings took place and in others, the services of a Welsh speaking officer were offered prior to the commencement of the meetings. This information, obtained from services can be detailed as follows:

**PI No. L (WL) 5 a - Percentage of public meetings where Welsh/bilingual meetings offered in advance**

<b>Service (No. of Meetings – 07/08)</b>	<b>07/08</b>
	<b>%</b>
Chief Executive's (3)	100
Environment (16)	12
Education, Leisure & Lifelong Learning (0)	Nil
Social Services, Health & Housing (0)	Nil
Finance & Corporate Services (2)	0

Nil = No public meetings held

**PI No. L (WL) 5 b - Percentage of public meetings conducted bilingually if request made**

<b>Service</b>	<b>07/08</b>
	<b>%</b>
Chief Executive's	Nil
Environment	100
Education, Leisure & Lifelong Learning	Nil
Social Services, Health & Housing	Nil
Finance & Corporate Services	0

Nil = No requests for bilingual public meetings were made during 2007/08

**Face to Face Meetings**

If a service user indicates his or her preference for face to face meetings to be conducted in Welsh, the Council ensures that a Welsh speaking officer is available and services are required to monitor their ability to meet this requirement.

**PI No. L (WL) 6 - Percentage of face-to-face meetings conducted in Welsh after request made**

<b>Service (No. of requests – 07/08)</b>	<b>07/08</b>
	<b>%</b>
Chief Executive's (0)	Nil
Environment (16)	100
Education, Leisure & Lifelong Learning (6)	100
Social Services, Health & Housing (6)	67
Finance & Corporate Services (334*)	100

Nil = No requests were made for face to face meetings to be conducted in Welsh.

\* The majority of these consist of face to face interactions at the reception desk at the Pontardawe One Stop Shop, where members of the public know the receptionist is a Welsh speaker.

Posters informing members of the public that a Welsh service is available, are displayed at Port Talbot and at the Neath and Pontardawe One Stop Shops.

Social Services, Health and Housing Service have highlighted that 6 requests were received during 2007/08 and 2 were not complied with due to a Welsh speaking officer's unavailability. As a result of these incidents the Service has established the following action point to deal with such situations.

Action: to remind staff of the support mechanism available to non-Welsh speaking staff in dealing with such requests/situations and ensure the appropriate guidance is made available.

## **The Council's Corporate and Public Image**

### **Publications**

Each service undertook a sample exercise of the publicity material that was available on public display during the financial year 2007/08 and the following information was obtained:-

### **PI No. L (WL) 7a, b & c - Percentage of publicity posters/leaflets etc. displayed bilingually/separate English and Welsh versions**

<b>Service</b>	<b>07/08</b>
	<b>%</b>
Chief Executive's	100
Environment	41
Education, Leisure & Lifelong Learning	100
Social Services, Health & Housing	100
Finance & Corporate Services	100

NB: Environment Service includes 18 technical documents which were produced in English only.

### **Signs**

This section is concerned with public offices with signs that are within areas that the public have access to and the percentage of those signs that are bilingual/separate Welsh and English versions. The Council's Welsh Language Scheme states that fully bilingual information signs will be provided.

**PI No. L (WL) 9: Percentage of public offices with signs that are bilingual/separate English and Welsh versions**

<b>Service</b>	<b>07/08</b>
	<b>%</b>
Chief Executive's	100
Environment	100
Education, Leisure & Lifelong Learning	100
Social Services, Health & Housing	Nil
Finance & Corporate Services	Nil

Nil = Social Services, Health and Housing and Finance and Corporate Services are not responsible for public offices.

**Forms**

To test the degree of compliance achieved for forms, each service was instructed to carry out an audit and consequently the following data was produced:-

**PI No. L (WL) 10 - Percentage of standard forms produced for the public**

**a – Produced Bilingually**

**b – Produced in separate English/Welsh versions**

**c – % of Welsh versions in b**

<b>Service</b>	<b>CEX</b>	<b>ENV</b>	<b>ELLL</b>	<b>SSH&amp;H</b>	<b>F&amp;CS</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>PI No. L(WL) 10 a</b>	88	29	48	0	0
<b>PI No. L(WL) 10 b</b>	12	71	52	100	100
<b>PI No. L(WL) 10 c</b>	100	0	100	25	100

Social Services Health and Housing Service has a vast amount of standard forms. It has been proposed that during 2008/09, a total of 25 standard forms are translated by the end of the year, evenly spread across all service areas. There are considerable cost implications to addressing this issue, so it is intended for this work programme to be ongoing. It will also be emphasised to appropriate officers that any future forms and accompanying literature will need to be bilingual/separate Welsh and English versions. In the interim any requests for Welsh versions of forms will be met.

## Surveys

This part of the report describes the attempts made by the Council during 2007/08 to ensure compliance with its revised Welsh Language Scheme which relates to surveys.

### **PI No. L (WL) 11b - Percentage of questionnaires (including public consultation exercises) produced bilingually/separate English & Welsh versions**

<b>Service</b>	<b>07/08</b>
	%
Chief Executive's	100
Environment	100
Education, Leisure & Lifelong Learning	100
Social Services, Health & Housing	8
Finance & Corporate Services	Nil

Nil = No questionnaires produced for use with public during 2007/08

Social Services, Health and Housing Service offered Welsh versions of the questionnaires on request. It has been recognised that this is not compliant with the Scheme and an action has been put in place.

Action: The Policy Support Office will ensure that each survey undertaken during 2008/09 will be bilingual/separate English and Welsh versions.

## Public and Official Notices

Services undertook a sampling exercise of official/public notices produced during the financial year 2007/08.

### **PI No. L (WL) 12 - Percentage of all Official/Public Notices that are bilingual/separate English and Welsh versions**

<b>Service</b>	<b>07/08</b>
	%
Chief Executive's	100
Environment	45
Education, Leisure & Lifelong Learning	Nil
Social Services, Health & Housing	100
Finance & Corporate Services	100
Nil = no official/public notices produced.	



## 5 LINGUISTIC SKILLS

### Putting the Scheme into Practice and Monitoring Progress

#### Staffing

The Board's Welsh language indicators numbered 2, 4 (a) and (b), and 5, focus upon linguistic skills.

Guidance for the designation of posts has been developed, which is intended to assist in the process of designating posts as 'Welsh Essential' or 'Welsh Desirable' in accordance with Scheme.

The following information was gathered in relation to the amount of frontline services posts that have been denoted as 'Welsh Essential' and have been filled by bilingual staff.

#### WLI 2: Number and Percentage of main reception, call centres or one stop shop posts that have been denoted as 'Welsh essential' and have been filled by staff who are bilingual

Department	No. of Staff	No. of Welsh Speaking Staff	%	No. of Posts Designated Welsh No Requirement /Desirable/Essential
<b>Corporate Services</b>				
Telephone/ Receptionist	4 FTE	1	25	1 Essential 3 Desirable
<b>One Stop Shop</b>				
Customer Services Officers	14 FTE	2	14	14 Desirable

The Council's new Customer Services Call Centre came into operation during 2007/08. A new dedicated Welsh language line has been developed for this service, which has been published along side the English line in the phone book. At present, the Welsh number trips through to the Council's existing Welsh language line, which is part of the main switchboard services. Out of hours, the customer services dedicated Welsh language line is fronted by a Welsh message explaining that if someone wishes to speak to a Welsh speaker they can leave a message and they will be called back by a Welsh speaker or if they prefer they can speak to an English advisor.

It is intended for all switchboard services to be moved to the customer services department and further consideration of Welsh language provision is being discussed. Recruitment is ongoing for the Call Centre and all posts have been designated Welsh desirable. Services such as Service First have also been subsumed into the new Customer Services Call Centre.

<b>Department</b>	<b>No. of Staff</b>	<b>No. of Welsh Speaking Staff</b>	<b>%</b>	<b>No. of Welsh Learners</b>	<b>No. of Posts Designated Welsh - No Requirement/Desirable/Essential</b>
Customer Services Call Centre	7	1	14	1	All posts have been designated Welsh Desirable

Four new employees have been recruited, which will take the total to 11. The supervisor speaks Welsh and 2 others have limited Welsh ability and another Welsh learner has just been recruited.

<b>Service</b>	<b>No. of Staff</b>	<b>No. of Welsh Speaking Staff</b>	<b>%</b>	<b>No. of Posts Designated Welsh No Requirement/Desirable/Essential</b>
<b>Building Repairs Call Centre</b>	13 posts – Customer Services Ass – hrs 8am – 8pm (16 people covering posts)	0	0	Welsh Desirable
	4 – Customer Services Ass – hrs of 8pm – midnight & 8am – 4.30pm Saturdays, Sundays and bank holidays	0	0	Welsh Desirable
	1 – Customer Services Ass – covering PT Civic Centre Reception Area	0	0	Welsh Desirable

## **E-government**

Measure WLI 3 E-government once the Welsh Language Board issued further guidance.

## **Welsh Language Training**

The Council runs four levels of Welsh language courses for its employees, which provides them with open college network accreditation. The table that follows includes Welsh language courses that commenced in September 2007 and the number of employees that are committed to attend.

### **WLI 4 (a): The number and percentage of staff who have received training in Welsh to a specific qualification level.**

<b>Service</b>	<b>No. Employees</b>				<b>Total</b>
	<b>Beginners</b>	<b>Intermediate</b>	<b>Advanced</b>	<b>Advanced Plus</b>	
CEX	2	1	0	0	3
EDLL	6	2	4	2	14
SSH&H	5	1	5	5	16
F&CS	0	0	0	0	0
ENV	3	5	4	4	16
<b>Total</b>	<b>16</b>	<b>9</b>	<b>13</b>	<b>11</b>	<b>49</b>

## **Language Awareness Training**

The Council runs a Customer Care and Telephone Skills Course, which is a one day training course that is open to all employees. The course defines customer care, looks at the consequences of good and poor service and helps participants to develop communication skills. Part of the course also raises awareness about the requirements of the Scheme. Set out below are the number of employees who attended the Customer Care and Telephone Skills, for the financial year 2007/08.

**WLI 4 (b): The number of staff who have received language awareness training (Customer Care and Telephone Skills)**

<b>Service</b>	<b>07/08 No. Employees</b>
Chief Executive's Environment	1
Education, Leisure & Lifelong Learning	10
Social Services, Health & Housing	3
Finance & Corporate Services	3
Workways (work experience throughout services)	4
<b>Total</b>	<b>27</b>
	<b>48</b>

New employees are asked to complete a Linguistic Skills questionnaire as part of their induction process and it is also updated via self-assessment questionnaires that are sent to employees periodically. Linguistic skills are recorded on Vision, the Council's personnel and payroll system.

The following information has been collated for all services using the Vision system.

**WLI 5: The number and percentage of staff within the Council's services who are able to speak Welsh (excluding school teachers and school based staff)**

**Headcount, wte and % of staff within the Council's Service who are Welsh speakers (excluding school teachers and school based staff) according to service division**

<b>Service</b>	<b>Division</b>	<b>Headcount of Staff</b>	<b>WTE</b>	<b>Headcount Welsh Learners</b>	<b>%</b>
CEX	Change Management & Innovation	4	3.5	0	0
CEX	Chief Executive	30	26.61	2	7
CEX	Corporate Strategy	41	35.69	4	10
CEX	Corporate Strategy & Improvement	35	33.01	6	17
CEX	Human Resources	36	33.02	2	6
EDLS	Access & Support Services	777	317.04	79	10
EDLS	Education Development & Inclusion Service	1	1.00	0	0
EDLS	Education Pensions	192	0.00	0	0
EDLS	Lifelong Learning Culture & Leisure	667	471.14	59	9
EDLS	Schools Education Development & Inclusion Service	136	115.82	19	14
FINC	Financial Services	109	95.25	6	6
FINC	ICT	67	64.34	5	7
FINC	Legal Services & Monitoring Officer	87	77.47	8	9
FINC	Revenue & Customer Services	125	108.57	13	10
SSH&H	Building Services	310	299.18	28	9
SSH&H	Business Management Environmental Health & Trading Standards	304	253.73	27	9

SSH&H	Children & Young People Services	241	189.87	27	11
SSH&H	Community Care Services	1245	792.93	147	12
SSH&H	Housing Services	172	169.09	16	9
ENV	Economic Development & Valleys Programme	46	42.79	3	7
ENV	Engineering & Transport	192	121.26	12	7
ENV	Planning	55	53.34	9	16
ENV	Policy & Administration	207	181.71	14	7
ENV	Property & Regeneration	277	162.19	22	8
ENV	South Wales Trunk Road Agency	43	43.00	6	14
ENV	Streetcare	564	509.18	51	9
<b>Total</b>		<b>5988</b>	<b>4225.73</b>	<b>569</b>	<b>10</b>

**Headcount, wte and % of staff within the Council's Service who are Welsh speakers (excluding school teachers and school based staff) according to grades of posts**

<b>Grades of Post</b>	<b>Headcount of Staff</b>	<b>WTE</b>	<b>Headcount Welsh Speakers</b>	<b>%</b>
SCP 35 - SCP 49	604	553.56	60	10
SCP 14 - SCP 34	2355	2096.94	244	10
SCP 4 - SCP 13	2738	1464.43	244	9
<b>Total</b>	<b>5697</b>	<b>4114.93</b>	<b>548</b>	<b>10</b>

**Headcount, wte and % of staff within the Council's Service who are Welsh Learners (excluding school teachers and school based staff) according to service division**

<b>Service</b>	<b>Division</b>	<b>Headcount of Staff</b>	<b>WTE</b>	<b>Headcount Welsh Learners</b>	<b>%</b>
CEX	Change Management & Innovation	4	3.5	1	25
CEX	Chief Executive	30	26.61	5	17
CEX	Corporate Strategy	41	35.69	8	20
CEX	Corporate Strategy & Improvement	35	33.01	6	17
CEX	Human Resources	36	33.02	3	8
EDLS	Access & Support Services	777	317.04	45	6
EDLS	Education Development & Inclusion Service	1	1.00	0	0
EDLS	Education Pensions	192	0.00	0	0
EDLS	Lifelong Learning Culture & Leisure	667	471.14	81	12
EDLS	Schools Education Development & Inclusion Service	136	115.82	26	19
FINC	Financial Services	109	95.25	8	7
FINC	ICT	67	64.34	4	6
FINC	Legal Services & Monitoring Officer	87	77.47	9	10
FINC	Revenue & Customer Services	125	108.57	7	6
SSH&H	Building Services	310	299.18	19	6
SSH&H	Business Management Environmental Health & Trading Standards	304	253.73	41	13
SSH&H	Children & Young People Services	241	189.87	39	16
SSH&H	Community Care Services	1245	792.93	106	9
SSH&H	Housing Services	172	169.09	19	11

ENV	Economic Development & Valleys Programme	46	42.79	4	9
ENV	Engineering & Transport	192	121.26	15	8
ENV	Planning	55	53.34	6	11
ENV	Policy & Administration	207	181.71	14	7
ENV	Property & Regeneration	277	162.19	13	5
ENV	South Wales Trunk Road Agency	43	43.00	2	5
ENV	Streetcare	564	509.18	43	8
<b>Total</b>		<b>5989</b>	<b>4225.73</b>	<b>529</b>	<b>9</b>

**Headcount, wte and % of staff within the Council's Service who are Welsh learners (excluding school teachers and school based staff) according to grades of posts**

<b>Grades of Post</b>	<b>Headcount of Staff</b>	<b>WTE</b>	<b>Headcount Welsh Learners</b>	<b>%</b>
SCP 35 - SCP 49	604	553.56	92	15
SCP 14 - SCP 34	2355	2096.94	236	10
SCP 4 - SCP 13	2738	1464.43	177	7
<b>Total</b>	<b>5697</b>	<b>4114.93</b>	<b>505</b>	<b>9</b>

NB: Figures do not include Heads of Service or Corporate Directors

Service divisions have been divided up via heads of service.



In 2007/08 Menter Iaith Castell-nedd Port Talbot produced a Strategic Plan for the area. The Council provided some funding towards this Plan. As a result of the development of the Plan, Menter Iaith has been looking at ways of further promoting their services and it has been raised at a Welsh Language Officers Group meeting. Menter Iaith would like to support Council employees to develop and practice Welsh. Employees were sent information on how to register on Menter Iaith website to be informed and updated on Welsh and bilingual events that are happening in the area.

The Council, with support from Menter Iaith, is planning on holding an event for employees who are Welsh speakers/learners to promote the Welsh Language Scheme and to encourage employees to use Welsh in the workplace. It is intended for this event to take place November/December 2008.

### **Comments, Compliments and Complaints**

#### **WLI 6 Number of complaints received in relation to the operation of the Language Scheme and the percentage dealt with in accordance with the Council's corporate standards**

During 2007/08, one complaint was recorded in connection with the Welsh Language Scheme. The complaint was dealt with in accordance with the Corporate Comments, Compliments and Complaints Policy, which includes being dealt with within the agreed timescales.

#### **Complaint received:**

One individual, who is on the register for Welsh correspondence, complained that they received payment remittance in English only. The stationary used for payment by cheque is special stationary, when a new stock is ordered a bilingual version will be made available. In the interim officers will ensure all references entered onto the remittance are in Welsh.

#### **Public Opinion Survey**

The Council's Citizens' Panel consists of approximately 1200 residents of Neath Port Talbot County Borough and is representative of the population. The Citizens' Panel is recruited and managed by an independent research company. The four year contract for the Citizens' Panel expired in August 2006 and due to the re-tendering process taking place no questionnaires were produced in 2007/08. A new contractor has been appointed and a Citizens' Panel consultation exercise is being conducted during June/July 2008. This questionnaire will include a section about language and format including

questions on Welsh language services, which will assist in the monitoring and promotion of the services. These questions also help to inform the Confident Communities theme of the Community Plan.

## **6 PUBLISHING INFORMATION ON PERFORMANCE AND ITS ANALYSIS**

### **Implementation Action Plans and Timetable**

Corporate and service action plans will contain the actions and benchmarks against which the Council's progress will be measured. These will continue to be reported to scrutiny committees. The attached Corporate Action Plan (Appendix 1) highlights priorities for action for 2008/09.

Measuring the local performance indicators has demonstrated that in some areas, compliance with the Scheme needs to be checked and the required actions have been included in services action plans. As shown in this report Social Services, Health and Housing Service have developed additional action points to deal with specific issues of non-compliance. These actions were agreed by the Social Services, Health and Housing Service Senior Management Team on 24<sup>th</sup> June 2008 and the information will now be fed down to accountable managers.

The Environment Service has also recognised it is not reaching the same levels of compliance in some areas as other services. The Environment action plan has been revised to help address this issue. All Heads of Service in Environment Service have been asked to reiterate the requirements of the Scheme to employees in their sections and to use the information provided to put actions into place to comply with the Scheme. It has also been emphasised that the implementation of the Scheme is a statutory requirement and a policy of "Welsh on request" is not in line with the Welsh Language Scheme.

The Council's Improvement Plan for 2008/09 will include an overview of progress and an indication of future actions. This Plan will be published during October.

The Council's revised Welsh Language Scheme is published on the Council's website under the equalities section. Annual Monitoring Reports are also published on the website and the Council's Intranet site.

**Welsh Language Scheme Corporate Action Plan**

Action No.	Action	Target Date	Action Completed			Comment	Linked Target
			Yes	No	In Part		
<b>SERVICE PLANNING AND PROVISION</b>							
1	Prepare to monitor the number and percentage of a sample of third parties that conform to the requirements of the Welsh Language Scheme in (i) care services (ii) youth/leisure services (iii) pre school provision.	2008/09			✓	To be undertaken by Business Managers in the Directorates of Social Services, Health & Housing/Education, Leisure & Lifelong Learning supported by Corporate Strategy Team & Welsh Language Officers Group.  Information is being collected for Youth Services and an action plan will be developed following feedback from the Estyn Inspection.	WLB 1
2	Completion of the WLB Bilingual Youth Support Services Self Assessment process <b>To be omitted</b>	December 2007	✓			To be undertaken by Young People's Partnership/Youth Services	
3	Monitor the implementation of the Council's Equality Impact Assessment Framework for new and existing policies/services, which are required to be assessed against all the equality strands, including Welsh language.	2008/09			✓	To be undertaken by Heads of Service Equality Group/Corporate Strategy Team/Business Managers	
4	Service areas to address any issues relating to equalities groups including the Welsh language, as highlighted by the assessment process as part of business planning and directorate Welsh language Scheme Action Plans.	2008/09			✓	To be undertaken by Departmental Management Teams/Business Managers/Corporate Strategy Team/Welsh Language Officers Group	
5	Further develop and introduce the EIAF as an appraisal tool for the executive reporting process, ensuring the Welsh language is	2008/09			✓	To be undertaken by Corporate Strategy Team/Committee & Member Services Manager	

	addressed.						
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Action No.	Action	Target Date	Action Completed			Comment	Linked Target
			Yes	No	In Part		
6	In connection with helping to promote the Welsh language, consider the NPT Menter Iaith Welsh Language Strategy once it is launched. <b>To be omitted</b>	December 2007	✓			To be undertaken by Corporate Strategy Team/Welsh Language Officers Group  The Strategy was launched in March 2007	
7	Ensure the procedures relating to the Council's grants, loans and sponsorship schemes are changed if necessary, in accordance with the WLB's latest statutory guidance for this area	2008/09		✓		To be undertaken by Departmental Management Teams/Business Managers/Corporate Strategy Team/Welsh Language Officers Group	
<b>COMMUNICATING WITH THE WELSH SPEAKING PUBLIC</b>							
8	Full audit of public meetings where Welsh/bilingual meetings are offered in advance and where meetings are conducted bilingually following requests.	2007/08 2008/09			✓	To be undertaken by Welsh Language Officers Group.  Directorates monitor compliance via a performance indicator.  Checks will be carried out with Welsh Language Officers on how all local PIs are collected.	L(WL) 5a & b
9	Monitor the composition of Communities First Partnerships, Citizens' Panel, Older Persons' Council, Youth Council, Black and Minority Ethnic Forum, Residents' Participation Groups and Tenants' Groups, to ensure people are conversant with the Welsh language are given the opportunities to get involved.	2008/09			✓	Communities First Partnerships/Corporate Strategy Team/Youth Council and Outreach Officer/Tenant Participation Officer	
10	Agree how to measure WLB E-government WLB 3, once WLB issued further guidance	2008/09		✓		To be undertaken by e-Government Corporate Working Group	WLI 3

Action No.	Action	Target Date	Action Completed			Comment	Linked Target
			Yes	No	In Part		
<b>THE COUNCIL'S CORPORATE AND PUBLIC IMAGE</b>							
11	In compliance with recommendation 1 of the Internal Audit Report (77-2006/2007), ensure a full audit is undertaken of bilingual/separate English and Welsh versions of printed Council publications, which are primarily for public consumption. To include publicity posters, leaflets, civic building signs, forms, standard letters, questionnaires and public notices etc.	<del>2007/08</del> 2008/09			✓	To be undertaken by Welsh Language Officers Group  Directorates monitor compliance via a performance indicator. Some sections have a vast amount of standard forms and actions have been put in place to address this issue. Checks will be carried out with Welsh Language Officers on how all local PIs are collected.	L(WL) 7a, b & c, 9, 10 a, b & c, 11 b & 12
<b>PUTTING THE SCHEME INTO PRACTICE AND MONITORING PROGRESS</b>							
12	Monitor and ensure there is a sufficient number of frontline posts that have been denoted as 'Welsh Essential' and have been filled by employees who are bilingual for the Port Talbot Civic Centre main reception/switchboard, One Stop Shops, new Call Centre (to incorporate Service First) and Building Repairs Call Centre.	<del>2007/08</del> 2008/09			✓	To be undertaken by Corporate Strategy Team/Strategic Personnel Unit.  Currently all posts in the new Call Centre have been denoted Welsh desirable. Further consideration of Welsh language provision is being discussed.	WLI 2
13	Review the Employee Guidelines for the Welsh Language Scheme (including Guidance for answering the telephone and how to designate posts) and publicise their availability. <b>To be omitted</b>	2007/08	✓			To be undertaken by Corporate Strategy Team/Strategic Personnel Unit.  Revised Employee Guidance was circulated to employees in 2007/08	
14	Improve the availability and analysis of Vision reports for directorates, so that information is more readily available on employees receiving Welsh language training and on the number of	2008/09			✓	To be undertaken by Corporate Strategy Team/Strategic Personnel Unit.	WLI 4 a, b & 5

	employees who are able to speak Welsh according to service division and post grade.						
Action No.	Action	Target Date	Action Completed			Comment	Linked Target
			Yes	No	In Part		
15	Ensure that the implementation of training opportunities to enable equalities training to be delivered more widely to employees includes Welsh Language Act requirements.	2008/09			✓	To be undertaken by Heads of Services Equalities Group	
<b>IMPLEMENTATION ACTION PLANS AND TIMETABLE</b>							
16	Services to amend their Welsh Language Service Action Plans, taking account of the Revised Welsh Language Scheme and Corporate Action Plan.	<del>2007/08</del> 2008/09			✓	To be undertaken by Welsh Language Officers Group.  This exercise has been completed by most services. Service Action Plans are continually monitored and revised on an annual basis.	