POLICY AND RESOURCES CABINET BOARD

16TH JULY 2009

CHIEF EXECUTIVE'S OFFICE

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

INDEX OF REPORT ITEMS

PART 1 – Doc. Code: PRB-160709-REP-CE-PG

<u>Welsh Language Scheme</u>
<u>Annual Monitoring Report 2008/09 and Corporate Action Plan</u>

<u>Purpose of Report</u>

To provide members with the Welsh Language Scheme Annual Monitoring Report for 2008/09 and the updated Corporate Action Plan.

<u>Background</u>

The revised Welsh Language Scheme was approved by the Welsh Language Board on 27th July 2007, which 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.

<u>Overview of Progress</u>

All services collect data for a wide range of performance indicators for the Scheme, which is included in the annual monitoring report required by the Welsh Language Board. The monitoring report for 2008/09 will be submitted to the Board once considered by the scrutiny committee and feedback will be received. In due course this information will be placed on the website.

The updated corporate action plan will help take forward the Scheme's implementation and co-ordinate common actions, which are a particular priority, across individual service action plans.

<u>Appendices</u>

Appendix 1 – Welsh Language Scheme Annual Monitoring Report 2008/09
Appendix 2 – Risk Assessment Complaints Review 2008/09
Appendix 3 - Corporate Action Plan 2009/10

<u>List of Background Papers</u>

Welsh Language Scheme approved on 27th July 2007.

<u>Wards Affected</u>

All wards affected.

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

WELSH LANGUAGE SCHEME

ANNUAL MONITORING REPORT

2008/09

Corporate Strategy Team
July 2009

ANNUAL MONITORING REPORT

2008/09

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

WELSH LANGUAGE SCHEME

ANNUAL MONITORING REPORT – 2008/09

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:-

Welsh Language Officers Group
↓
Heads of Service Equalities Group
↓
Corporate Directors Group
↓
Elected Members (Policy and Resources Cabinet Committee/Council)
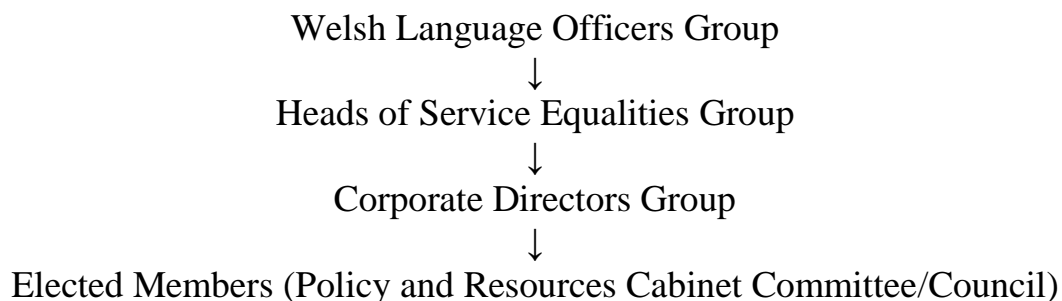
The Senior Implementing Officer responsible for ensuring the Scheme is implemented throughout the Council is: Karen Devereux, Corporate Strategy Co-ordinator.

2   WELSH LANGUAGE SCHEME COMPLIANCE

General

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

Corporate and service action plans are produced for scrutiny, so that progress in implementing the Scheme can be monitored. This year a new approach is being piloted as part of the scrutiny development work. The whole scrutiny process has been subject to an internal review to ensure that the correct items are considered by the relevant committees. The review is almost complete and it has been decided that the Annual Monitoring Report for the Welsh Language Scheme is one of the key documents that the Policy and Resources Scrutiny Committee should consider as part of its work programme.

In previous years, all scrutiny committees have monitored their respective service action plans but as a pilot this will now be incorporated as part of the scrutiny of the Annual Monitoring Report and will fall to the Policy and Resource Scrutiny Committee. If any problems/issues are highlighted then the relevant scrutiny committee will be informed and it will be requested for a report to be presented highlighting the issues and what remedial action is to be taken. It will still be necessary for services to produce action plans. The Heads of Service Equalities Group will continue to oversee the implementation of the Corporate Action Plan.

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 is being considered as part of the Community Plan review that is currently being undertaken.

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

(i) Care Services
Monitoring of third parties, in domiciliary care services, conforming to the requirements of the Welsh Language Scheme was undertaken during 2008/09. A summary of the monitoring outcomes is outlined below.

All 6 domiciliary care providers in the County Borough were contacted, asking the same set of 5 questions:

1. *If I was a Service User requesting to speak to someone in the Welsh language how would you arrange this?*
2. *Who is the nominated person(s)?*
3. *Is there someone available or would a time be arranged?*
4. *Have you information regarding your services in Welsh readily available?*
5. *If not how long would it take?*

The results were as follows:

- 5 have a Welsh speaker and a time would need to be agreed with the Welsh speaker.
- 1 has a Welsh speaker in the office.
- 2 have a nominated Welsh speaker.
- 5 would need to arrange a time.
- 1 would be able to respond immediately if the nominated person was in work.
- 6 do not have information already prepared in Welsh.
- Time taken to prepare the documents in Welsh would be between 2 days and 2 weeks.

The results indicate that 5 out of the 6 domiciliary care providers have provision in place to communicate with service users through the medium of Welsh, if required. There is a lack of written information in Welsh and this will be addressed in the Social Services, Health and Housing Service ongoing work programme for translating documents. As a follow up to this exercise the Welsh language representative for Social Services, Health and Housing will consider action points to include in the service action plan. For the financial year 2009/10 care providers in a different area of care services will be monitored.

(ii) Youth and Leisure Services

In preparation for the Estyn inspection of Youth Support Services, which took place during June 2008, 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.

Estyn confirmed that Welsh language provision is an area for development and the report contained a recommendation that the Children and Young People's Partnership needs to improve the range of provision available so that providers promote bilingual and Welsh medium services. The Partnership produced an action plan following the inspection report and the actions relating to this recommendation are outlined below.

Estyn Recommendation	Action Required	Responsibility	Timescale	Resources
Providers promote bilingual and Welsh medium provision	Map existing provision of services available through the medium of Welsh;	Menter Iaith/Partnership Support Unit	September–December 2008	Staff time
	Identify current activities that celebrate Welsh culture and heritage;	Menter Iaith/Partnership Support Unit 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/ Partnership Support Unit 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/Partnership Support Unit	June 2009	

The partnership has commenced the implementation of the action plan with a view to completing the actions during 2009.

A positive development for Neath Port Talbot is the appointment of a specialist youth worker to develop youth work through the medium of Welsh. The youth worker will be employed by the Urdd as part of the Reaching the Heights Convergence Project. A meeting has been arranged between the Youth Service and Urdd to discuss partnership working.

(iii) Pre-school Provision
Collection of information on pre school provision will be undertaken during 2009/10 and will be reported in the Annual Monitoring Report. The process for collating this information is being discussed.

Grants and Funding

The Welsh Language Scheme includes a commitment for the principles of the Scheme to be applied to applications for funding received by the Council.

The Council is currently undertaking a Voluntary and Community Sector Funding Review. The Review is concentrating on funding given to the voluntary and community sector over the last 3 financial years and mapping the current funding against the Council's strategic priorities. The review will look at the different processes for awarding grants and funding and the Welsh Language Board's "Advice on the Allocation of Grants and Funding" document will be taken into consideration. It is intended for this review to be completed by September 2009.

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	08/09 %
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. This guidance is available on the intranet and was copied to all business managers, during 2008/09, to be circulated to all employees to remind them of the requirements of the Scheme. Employees were also reminded of the requirements of the Scheme during an internal promotion of the Scheme undertaken in January 2009.

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. The directory is currently being reviewed to ensure the information is accurate and a more co-ordinated system of keeping the information up to date is being developed.

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 2008/09:-

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

Service	08/09 %
Chief Executive's	100
Environment	100
Education, Leisure & Lifelong Learning	Nil
Social Services, Health & Housing	100
Finance & Corporate Services	100

(Nil = No requests made)

Public Meetings

Several public meetings were arranged during the financial year 2008/09. 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

Service (No. of Meetings – 08/09)	08/09 %
Chief Executive's (1)	100
Environment (29)	86
Education, Leisure & Lifelong Learning (0)	Nil
Social Services, Health & Housing (0)	Nil
Finance & Corporate Services (0)	Nil

(Nil = No public meetings held)

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

Service	08/09 %
Chief Executive's (1)	100
Environment (5)	100
Education, Leisure & Lifelong Learning (0)	Nil
Social Services, Health & Housing	Nil
Finance & Corporate Services (0)	Nil

(Nil = No requests for bilingual public meetings were made during 2008/09)

This year the annual Western Valleys Strategy meetings were opened up to the public. The Leader and Chief Executive of the Council hold these meetings to provide updates on progress of the Valleys Strategy and identify future actions. The meetings involved residents from communities in the County Borough where the use of Welsh predominates, therefore simultaneous translation and Welsh speaking facilitators and scribes were available at all of the meetings and the feedback from the meetings was very positive.

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

Service (No. of requests – 08/09)	08/09 %
Chief Executive's (0)	Nil
Environment (9)	100
Education, Leisure & Lifelong Learning (24)	100
Social Services, Health & Housing (14)	100
Finance & Corporate Services (151*)	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.

It has been noted that some Welsh speaking officers communicate in Welsh with service users on a regular basis and this is not formally recorded.

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 2008/09 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

Service	08/09 %
Chief Executive's	100
Environment	56
Education, Leisure & Lifelong Learning	100
Social Services, Health & Housing	100
Finance & Corporate Services	100

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

Service	08/09 %
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

Service	CEX %	ENV %	ELLL %	SSH&H %	F&CS %
PI No. L(WL) 10 a	80	64	50	*	0
PI No. L(WL) 10 b	20	36	50	*	100
PI No. L(WL) 10 c	100	0	100	*	100

* Information to follow

Social Services Health and Housing Service has a vast amount of standard forms. It was 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 the work programme is ongoing. 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 2008/09 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

Service	08/09 %
Chief Executive's	75*
Environment	100
Education, Leisure & Lifelong Learning	100
Social Services, Health & Housing	45
Finance & Corporate Services	Nil

(Nil = No questionnaires produced for use with public during 2008/09)

*2 questionnaires (25%) were produced for the public in English only, however language preference was known in advance and there was no requirement for Welsh versions.

In last year's monitoring report Social Services, Health and Housing Service recognised that is was not fully compliant, in this area, with the Welsh Language Scheme and put an action into place to address this issue. Significant improvement has been made and the Service continues to work towards full compliance. Welsh versions of the English only questionnaires are made available on request and during 2008/09 no requests were received.

Public and Official Notices

Services undertook a sampling exercise of official/public notices produced during the financial year 2008/09.

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

Service	08/09 %
Chief Executive's	100
Environment	92
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, to assist in the process of designating posts as 'Welsh essential' or 'Welsh desirable' in accordance with the 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
Customer Services				
Call Centre	8.4 FTE	1	12	1 Essential 7.4 Desirable
One Stop Shop				
Customer Service Officers	14 FTE	2	14	1 Essential 13 Desirable

The full time member of staff at reception in Port Talbot Civic Centre is also a fluent Welsh Speaker.

The Council's new Customer Services Call Centre came into operation during 2007/08. There is a dedicated Welsh language line which has been developed for this service and is published along side the English line in the phone book. 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.

Across Customer Services there are 2 staff members for which Welsh is their first language and 2 other staff who can converse competently in Welsh. Additionally 2 other staff members have just completed the beginners course in Welsh and they will be progressing to the second year in September.

Service	No. of Staff	No. of Welsh Speaking Staff	%	No. of Posts Designated Welsh No Requirement/ Desirable/Essential
Building Repairs Call Centre	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

We will measure WLI 3 E-government once the Welsh Language Board has 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 2008 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.

Service	Year 1	Year 2	Year 3	Year 4	Year 5	Total
			No. Employees			
CEX	4	0	1	0	0	**5**
EDLL	0	3	1	4	0	**8**
SSH&H	2	8	1	6	3	**20**
F&CS	2	0	1	0	0	**3**
ENV	12	3	5	1	0	**21**
Total	**21***	**14**	**9**	**11**	**3**	**58**

* Plus 1 Elected Member

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 2008/09.

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

Service	08/09 No. Employees
Chief Executive's	2
Environment	3
Education, Leisure & Lifelong Learning	1
Social Services, Health & Housing	5
Finance & Corporate Services	5
Workways (work experience throughout services)	8
Total	**24**

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. However, the system is reliant on what information employees provide.

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 and grades of post.

Level 1 - SCP 4 - 11

Division Desc	SUM FTE Hours	Headcount of Staff	Headcount Welsh Speakers	%
Access & Support Services	88.23	475	48	10%
Building Services	11.5	14	1	7%
Business Strategy	1.47	3		0%
Children & Young People Services	2.7	4		0%
Community Care Services	41.71	94	8	9%
Corporate Strategy	0	3	1	33%
Engineering & Transport	24.22	75	6	8%
Financial Services	3.74	4	1	25%
Housing & Public Protection	1	1	1	100%
Human Resources	1.57	2	1	50%
ICT	1	1		0%
Legal & Democratic Services & Monitoring Officer	6.76	7	1	14%
Partnership & Community Development	6.49	58	10	17%
Planning	2	2		0%
Policy & Administration	9	10		0%
Property & Regeneration	39.64	114	4	4%
Revenues & Customer Services	5.15	6	1	17%
Schools Education Development & Inclusion Service	1.19	3		0%
Streetcare	130.75	158	11	7%
Total		**1034**	**94**	**9%**

Level 2 - SCP. 12-22

Division Desc	SUM FTE Hours	Headcount of Staff	Headcount Welsh Speakers	%
Access & Support Services	37.58	115	13	11%
Building Services	18.42	19	1	5%
Business Strategy	4.92	5		0%
Children & Young People Services	6.41	11		0%
Community Care Services	263.96	491	57	12%
Corporate Strategy	5.81	7		0%
Engineering & Transport	8.81	9		0%
Financial Services	4.59	6	1	17%
Housing & Public Protection	6	6	1	17%
Human Resources	3	3		0%
ICT	6.27	7		0%
Legal & Democratic Services & Monitoring Officer	5.61	6		0%
Partnership & Community Development	98.57	113	14	12%
Planning	3.74	4		0%
Policy & Administration	28.97	30	1	3%
Property & Regeneration	9.6	14		0%
Revenues & Customer Services	1	1	1	100%
Schools Education Development & Inclusion Service	11.84	18	4	22%
South Wales Trunk Road Agency	1	1		0%
Streetcare	78.86	82	8	10%
Welsh Housing Quality Standard	1	1		0%
Total		**949**	**101**	**11%**

Level 3 - SCP. 23-33

Division Desc	SUM FTE Hours	Headcount of Staff	Headcount Welsh Speakers	%
Access & Support Services	60.27	84	11	13%
Building Services	91.86	93	15	16%
Business Strategy	17.11	18		0%
Change Management & Innovation	4	5		0%
Children & Young People Services	58.93	87	11	13%
Community Care Services	160.31	234	26	11%
Corporate Strategy	31.81	36	4	11%
Economic Development & Valleys Programme	27.16	28	7	25%
Engineering & Transport	11	11		0%
Financial Services	26.4	28	1	4%
Housing & Public Protection	75.92	81	11	14%
Human Resources	19.36	27		0%
ICT	15	15	2	13%
Legal & Democratic Services & Monitoring Officer	17	17		0%
Partnership & Community Development	76.16	89	8	9%
Planning	3	3	1	33%
Policy & Administration	23.42	25	3	12%
Property & Regeneration	25.91	27	5	19%
Revenues & Customer Services	11.92	12	2	17%
Schools Education Development & Inclusion Service	13.47	18	2	11%
South Wales Trunk Road Agency	15.81	16	1	6%
Streetcare	54.15	56	4	7%
Total		**1010**	**114**	**11%**

Level 4 - SCP. 34-44

Division Desc	SUM FTE Hours	Headcount of Staff	Headcount Welsh Speakers	%
Access & Support Services	4	6	2	33%
Building Services	4	4	1	25%
Business Strategy	13.81	15	2	13%
Change Management & Innovation	2	2	1	50%
Children & Young People Services	52.94	65	9	14%
Community Care Services	81.01	91	6	7%
Corporate Strategy	15	15	1	7%
Economic Development & Valleys Programme	4.25	5	2	40%
Engineering & Transport	14	14	1	7%
Financial Services	12.51	13		0%
Housing & Public Protection	25.74	27	1	4%
Human Resources	16.01	17	2	12%
ICT	20.51	21	3	14%
Legal & Democratic Services & Monitoring Officer	19.42	20		0%
Partnership & Community Development	13.54	14	1	7%
Planning	7	7	2	29%
Policy & Administration	13.1	14	2	14%
Property & Regeneration	16.75	17	1	6%
Revenues & Customer Services	3	3	1	33%
Schools Education Development & Inclusion Service	6.74	7		0%
South Wales Trunk Road Agency	9	9		0%
Streetcare	8	8	1	13%
Welsh Housing Quality Standard	2	2		0%
Total		**396**	**39**	**10%**

Level 5 - SCP. 5 - SCP45+

Division Desc	SUM FTE Hours	Headcount of Staff	Headcount Welsh Speakers	%
Access & Support Services	2	2		0%
Building Services	2	2		0%
Business Strategy	4	4		0%
Change Management & Innovation	2	2		0%
Children & Young People Services	6	15	2	13%
Community Care Services	4	4	1	25%
Corporate Strategy	3.62	5	1	20%
Economic Development & Valleys Programme	0.57	1		0%
Engineering & Transport	1	1		0%
Financial Services	4	4		0%
Housing & Public Protection	5	5		0%
Human Resources	4	4		0%
ICT	8	8		0%
Legal & Democratic Services & Monitoring Officer	4	4	1	25%
Partnership & Community Development	2	9	2	22%
Planning	2	2	1	50%
Policy & Administration	1.92	2		0%
Property & Regeneration	5	5		0%
Revenues & Customer Services	2	2		0%
Schools Education Development & Inclusion Service	1	2		0%
South Wales Trunk Road Agency	2	2		0%
Streetcare	5	5	2	40%
Total		**90**	**10**	**11%**

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 and grades of posts.

<u>**Welsh Learners**</u>

<u>**Level 1 – SCP. 4-11**</u>

<u>**Division Desc**</u>	<u>**SUM FTE Hours**</u>	<u>**Headcount of Staff**</u>	<u>**Headcount Welsh Learners**</u>	<u>**%**</u>
Access & Support Services	88.23	475	27	6%
Building Services	11.5	14	2	14%
Business Strategy	1.47	3	1	33%
Children & Young People Services	2.7	4		0%
Community Care Services	41.71	94	6	6%
Corporate Strategy	0	3	1	33%
Engineering & Transport	24.22	75	1	1%
Financial Services	3.74	4		0%
Housing & Public Protection	1	1		0%
Human Resources	1.57	2		0%
ICT	1	1		0%
Legal & Democratic Services & Monitoring Officer	6.76	7	2	29%
Partnership & Community Development	6.49	58	6	10%
Planning	2	2		0%
Policy & Administration	9	10	1	10%
Property & Regeneration	39.64	114	2	2%
Revenues & Customer Services	5.15	6		0%
Schools Education Development & Inclusion Service	1.19	3	1	33%
Streetcare	130.75	158	6	4%
Total		**1034**	**56**	**5%**

Level 2 - SCP. 12-22

Division Desc	SUM FTE Hours	Headcount of Staff	Headcount Welsh Learners	%
Access & Support Services	37.58	115	2	2%
Building Services	18.42	19		0%
Business Strategy	4.92	5	1	1%
Children & Young People Services	6.41	11	1	1%
Community Care Services	263.96	491	34	30%
Corporate Strategy	5.81	7	3	3%
Engineering & Transport	8.81	9	1	1%
Financial Services	4.59	6		0%
Housing & Public Protection	6	6	1	1%
Human Resources	3	3		0%
ICT	6.27	7		0%
Legal & Democratic Services & Monitoring Officer	5.61	6		0%
Partnership & Community Development	98.57	113	9	8%
Planning	3.74	4	1	1%
Policy & Administration	28.97	30	2	2%
Property & Regeneration	9.6	14	2	2%
Revenues & Customer Services	1	1		0%
Schools Education Development & Inclusion Service	11.84	18	7	6%
South Wales Trunk Road Agency	1	1		0%
Streetcare	78.86	82	5	4%
Welsh Housing Quality Standard	1	1		0%
Total		**949**	**69**	**7%**

Level 3 - SCP. 23-33

Division Desc	SUM FTE Hours	Headcount of Staff	Headcount Welsh Learners	%
Access & Support Services	60.27	84	2	2%
Building Services	91.86	93	4	4%
Business Strategy	17.11	18		0%
Change Management & Innovation	4	5	2	40%
Children & Young People Services	58.93	87	15	17%
Community Care Services	160.31	234	23	10%
Corporate Strategy	31.81	36	10	28%
Economic Development & Valleys Programme	27.16	28	2	7%
Engineering & Transport	11	11	1	9%
Financial Services	26.4	28	1	4%
Housing & Public Protection	75.92	81	11	14%
Human Resources	19.36	27	6	22%
ICT	15	15	2	13%
Legal & Democratic Services & Monitoring Officer	17	17	3	18%
Partnership & Community Development	76.16	89	16	18%
Planning	3	3		0%
Policy & Administration	23.42	25	3	12%
Property & Regeneration	25.91	27	1	4%
Revenues & Customer Services	11.92	12	1	8%
Schools Education Development & Inclusion Service	13.47	18	3	17%
South Wales Trunk Road Agency	15.81	16	2	13%
Streetcare	54.15	56	12	21%
Total		**1010**	**120**	**12%**

Level 4 - SCP. 34-44

Division Desc	SUM FTE Hours	Headcount of Staff	Headcount Welsh Learners	%
Access & Support Services	4	6	1	17%
Building Services	4	4		0%
Business Strategy	13.81	15	1	7%
Change Management & Innovation	2	2	1	50%
Children & Young People Services	52.94	65	8	12%
Community Care Services	81.01	91	19	21%
Corporate Strategy	15	15	3	20%
Economic Development & Valleys Programme	4.25	5		0%
Engineering & Transport	14	14		0%
Financial Services	12.51	13		0%
Housing & Public Protection	25.74	27	6	22%
Human Resources	16.01	17	1	6%
ICT	20.51	21	4	19%
Legal & Democratic Services & Monitoring Officer	19.42	20	1	5%
Partnership & Community Development	13.54	14		0%
Planning	7	7	1	14%
Policy & Administration	13.1	14		0%
Property & Regeneration	16.75	17	5	29%
Revenues & Customer Services	3	3		0%
Schools Education Development & Inclusion Service	6.74	7	1	14%
South Wales Trunk Road Agency	9	9		0%
Streetcare	8	8	1	13%
Welsh Housing Quality Standard	2	2		0%
Total		**396**	**53**	**13%**

Level 5 - SCP. 45+

Division Desc	SUM FTE Hours	Headcount of Staff	Headcount Welsh Learners	%
Access & Support Services	2	2	1	50%
Building Services	2	2		0%
Business Strategy	4	4		0%
Change Management & Innovation	2	2		0%
Children & Young People Services	6	15	3	20%
Community Care Services	4	4	2	50%
Corporate Strategy	3.62	5		0%
Economic Development & Valleys Programme	0.57	1		0%
Engineering & Transport	1	1		0%
Financial Services	4	4	1	25%
Housing & Public Protection	5	5	1	20%
Human Resources	4	4		0%
ICT	8	8		0%
Legal & Democratic Services & Monitoring Officer	4	4		0%
Partnership & Community Development	2	9	1	11%
Planning	2	2		0%
Policy & Administration	1.92	2	1	50%
Property & Regeneration	5	5	1	20%
Revenues & Customer Services	2	2	1	50%
Schools Education Development & Inclusion Service	1	2	1	50%
South Wales Trunk Road Agency	2	2		0%
Streetcare	5	5	1	20%
Total		**90**	**14**	**16%**

NB: Figures do not include Heads of Service or Corporate Directors. Service divisions have been divided up via heads of service.

Welsh Speakers and Learners

An internal promotion of the Council's Welsh Language Scheme was undertaken in January 2009. Several promotions, activities and daily competitions took place during 'Welsh Week' to encourage employees to think about Welsh and the requirements of the Scheme as part of their everyday work. Employees were able to visit display stands promoting the Welsh Language Scheme in the 3 main Council Offices - Neath Civic Centre, the Quays and Port Talbot Civic Centre.

The 'Welsh Week' ended with a 'drop in' event, which was mainly aimed at employees who are Welsh speakers and learners, but anyone who wanted more information was welcome. One of the main objectives of the event was to create a network of speakers and learners within the Authority. The aims of the network are to give employees the opportunity to practice Welsh in an informal setting, build confidence and to help support the use of Welsh in the work place. There was a positive response and over 50 employees signed up to the network on the day and more since the event.

One group of network members, who are based in the same building, have started to meet on a monthly basis. Other members have also expressed an interest in holding similar meetings in their work place.

Comments, Compliments and Complaints

<u>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</u>

Following the Risk Assessment Complaints Review 2008/09, undertaken by a consultant on behalf of the Welsh Language Board, the Council received a general compliance level judgement of full compliance. The recommendations made by the WLB will be considered in the revision of the Council's Corporate Comments, Compliments and Complaints Policy. More detailed information on follow up action is included in Appendix 2.

During 2008/09, 2 comments and 5 complaints were recorded in connection with the Welsh Language Scheme. The details of the comments and complaints are outlined below.

Comments Received:

- A comment was received that there were no adult welsh classes in Port Talbot. The Adult Education section within Lifelong Learning does not receive funding to provide Welsh courses. Funding for this area is received by the Welsh for Adults Centre in Swansea, with courses provided at various venues in Port Talbot. Courses are also provided by Neath Port Talbot College at Taibach Community Centre. The correspondent was informed of the above and apologised for his comments.

- A member of the public, who is a regular user of the Pontardawe One Stop Shop, expressed concern that a Welsh speaking member of staff would be moved to another Council office. They felt this would be detrimental to the Welsh service delivered in Pontardawe. It was established that this was a misunderstanding and the officer in question was not changing location.

Complaints Received:

- A member of the public contacted the new Customer Service Centre and wanted to communicate in Welsh, there was some delay in them being put through to a Welsh speaking member of staff. Actions have been taken to ensure that Welsh provision is in place in the Customer Service Centre.

- One complaint was received in relation to a pop up on the Council's website for a survey being undertaken by all Local Authorities in Wales on behalf of the Society of IT Managers. The pop up was bilingual with the Welsh appearing first and the complainant objected to Welsh text appearing on the English version of the website. It was assured that it was a rare occurrence and the message was bilingual and complied with the Council's Welsh Language Scheme. The other part of the complaint was about funding spent on Welsh translation that could be spent on providing better public services. The complainant was informed that it is a statutory requirement for the Authority to provide information to the public in both English and Welsh and the Council endeavours to achieve this in the most cost effective and reasonable way.

- A Welsh speaking member of the public received information from the Tenants and Residents' Team that was in English only. The complaint was looked into and the complainant was informed that officers in that section will ensure that all future correspondence will be Welsh/bilingual.

- Two complaints were received regarding Council Tax circulars being sent to members of the public in English only. Apology letters were sent and the complainants were informed that future correspondence would be sent to them in Welsh/bilingually.

The majority of comments and complaints were dealt with in accordance with the Corporate Comments, Compliments and Complaints Policy, which includes

them being dealt with within the agreed timescales. However, 1 comment and 1 complaint were not responded to within the timescale set by the corporate standards. This was due to the retirement of a senior member of staff, who redistributed the mail on behalf of the Chief Executive. Both were received by post at the same time. At the time there were some delays with mail, including complaints, being redirected to the appropriate officers. This was the case for all complaints, not just complaints regarding the implementation of the Welsh Language Scheme. The officers who dealt with the complaints followed the corporate policy and both have been resolved. These complaints were taken into consideration during the risk assessment and the delays with mail being circulated have been addressed and resolved.

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. A Citizens' Panel questionnaire was sent out in June 2008 and included a section about language and format including questions on Welsh language services. A small number of panellists had tried to contact the Council in Welsh and overall respondents expressed a level of satisfaction with the Council's ability to communicate in their preferred language. The questions on Welsh language services assists in the monitoring and promotion of Welsh language services and the findings will be used to help improve the way services are provided in Welsh. 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. The Annual Monitoring Report and Corporate Action Plan will continue to be scrutinised. The attached Corporate Action Plan (Appendix 3) highlights priorities for action for 2009/10.

Measuring the local performance indictors has demonstrated that in some areas, compliance with the Scheme requires improvement and the required actions have been and will continue to be included in services action plans.

During 2008/09 Social Services, Health and Housing Service developed additional action points to address specific issues of non-compliance. Improvements have been made, which are reflected in this report and the Service has an ongoing work programme that continues to address these issues.

In the Annual Monitoring Report for 2007/08 it was noted that Environment Services recognised that it was not reaching the same levels of compliance in some areas as other services. The Environment Service action plan was revised to help address this issue and actions were put in place to improve compliance with the Scheme. In this year's report it can be seen that Environment Services have made significant improvements and will endeavour to continue to improve.

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.

Risk Assessment Complaints Review 2008/09

Recommendation / Comment	Review report reference	Action required	Target date for completion of action	Completed?
Comment 1. The findings of the mystery shopper exercise highlight the need for a more comprehensive scientifically valid exercise to measure performance in complying with the Welsh Language Scheme. However, we understand that this is reflected in the Citizen's Panel questionnaire. This is one example of mainstreaming the Welsh Language Scheme which is commendable.	Q25	The mystery shopper exercise is undertaken in addition to the collection of PI data. The Citizens' Panel is a more comprehensive scientifically valid exercise and provides statistically robust data. Questions on language and format, including Welsh language, continue to be included periodically.	Ongoing	Yes

Recommendation / Comment	Review report reference	Action required	Target date for completion of action	Completed?
Recommendation 1. When information about complaints is logged on every system – departmental or corporate - it should include the following mandatory information namely (i) A confirmation of the complainant's preferred language – 'Welsh', 'English' or 'Other (Specify)', and (ii) A code or specific heading for all 'complaints about the service in Welsh/ Welsh Language Scheme'. (iii) In terms of monitoring complainant(s) language of choice (if not English), a standard entry for 'Welsh' should be adopted in accordance with the equality principle in the Welsh Language Act 1993.	Q5	The Council's Corporate Comments, Compliments and Complaints Policy is currently being revised and this recommendation will be considered as part of this review. Some services use Oracle system for recording complaints and a category for Welsh has been included.	March 2010	In part

Recommendation / Comment	Review report reference	Action required	Target date for completion of action	Completed?
Recommendation 2. Comments, compliments and complaints form and the new complaints form should (i) State explicitly that the public are welcome to submit their views in either Welsh or English, and (ii) Ask a question about the individual's preferred language – Welsh, English or Other.	Q5	The Corporate Comments, Compliments and Complaints Leaflet has been revised. The leaflet continues to be bilinugal and explicitly states that the public are welcome to submit their views in either Welsh or English.	June 2009	Yes
Recommendation 3. Any training or guidance on dealing with complaints should as a minimum confirm that: - A lack of service in Welsh or lack of continuity of service in Welsh is a 'type' of valid complaint.	Q13	This recommendation will be considered as part of the revision of the Corporate Comments, Compliments and Complaints Policy.	March 2010	In part

Welsh Language Scheme Corporate Action Plan

Action No.	Action	Target Date	Action Completed			Comment	Linked Target
			Yes	**No**	**In Part**		
SERVICE PLANNING AND PROVISION							
1	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~~ 2009/10			✓	To be undertaken by Business Managers in SSH&H and EDLL supported by Corporate Strategy Team & Welsh Language Officers Group. (i) SSH&H has started to provide this information. (ii) Information continues to be collected from the Children and Young People's Partnership and the Youth Services. (iii) Collection of information on pre school provision will be undertaken during 2009/10.	WLB 1
2	Monitor the implementation of the Council's Equality Impact Assessment Framework (EIAF) for new and existing policies/services, which are required to be assessed against all the equality strands, including Welsh language.	~~2008/09~~ 2009/10			✓	To be undertaken by Heads of Service Equality Group, Corporate Strategy Team and Business Managers.	
3	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~~ 2009/10			✓	To be undertaken by Departmental Management Teams, Business Managers, Corporate Strategy Team and Welsh Language Officers Group.	

Action No.	Action	Target Date	Action Completed			Comment	Linked Target
			Yes	No	In Part		
4	Further develop and introduce the EIAF as an appraisal tool for the executive reporting process, ensuring the Welsh language is addressed.	~~2008/09~~ 2010/11			✓	A pilot project is currently being undertaken supported by the WLGA. Work will continue on the development and production of the EIAF in conjunction with the Corporate Strategy Team and the Change Management and Innovation Team.	
5	Ensure the procedures relating to the Council's grants, loans and sponsorship schemes are changed if necessary, in accordance with the Welsh Language Board's latest statutory guidance for this area	~~2008/09~~ 2009/10			✓	To be undertaken by Departmental Management Teams, Business Managers, Corporate Strategy Team and Welsh Language Officers Group. Guidance from the Welsh Language Board will be considered as part of the Voluntary and Community Sector Funding Review being undertaken by the Corporate Strategy Team.	
COMMUNICATING WITH THE WELSH SPEAKING PUBLIC							
6	Full audit of public meetings where Welsh/bilingual meetings are offered in advance and where meetings are conducted bilingually following requests. **To be omitted**	2008/09	✓			Services monitor compliance via a performance indicator. Checks have been carried out with Welsh Language Officers on the collection of all local PIs.	L(WL) 5a & b
7	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~~ 2009/10			✓	Communities First Partnerships, Corporate Strategy Team, Youth Council and Outreach Officer and Tenant Participation Officer	

Action No.	Action	Target Date	Action Completed			Comment	Linked Target
			Yes	No	In Part		
8	Agree how to measure WLB E-government WLB 3, once WLB issued further guidance	2008/09 2009/10		✓		To be undertaken by e-Government Corporate Working Group	WLI 3
9	Review the directory of Welsh speaking employees and incorporate it with the employee/service search on the intranet to provide a more co-ordinated and up to date system.	2009/10			✓	New action. To be undertaken by the Corporate Strategy Team, Welsh Language Officers Group, Customer Services and IT.	L(WL) 4
THE COUNCIL'S CORPORATE AND PUBLIC IMAGE							
10	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. **To be omitted**.	2008/09	✓			Services monitor compliance via performance indicators.	L(WL) 7a, b & c, 9, 10 a, b & c, 11 b & 12
PUTTING THE SCHEME INTO PRACTICE AND MONITORING PROGRESS							
11	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.	2008/09 2009/10			✓	Active recruitment of Welsh speakers has taken place and 1 post in the Customer Call Centre and 1 post in the One Stop Shop have been denoted Welsh essential. All other posts are Welsh desirable.	WLI 2
12	Improve the availability and analysis of Vision reports for services, so that information is more readily available on employees receiving Welsh language training and on the number of employees who are able to speak Welsh according to service division and post grade. **To be omitted**	2008/09	✓			Human Resources are able to provide information and annual reports on the Welsh language ability of employees via the Vision System.	WLI 4 a, b & 5

Action No.	Action	Target Date	Action Completed			Comment	Linked Target
			Yes	No	In Part		
13	Continue to promote and develop the network of employees who are Welsh speakers and learners.	2009/10			✓	New action. To be undertaken by the Corporate Strategy Team and Welsh Language Officers Group.	
14	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~~ 2009/10			✓	To be undertaken by Heads of Services Equalities Group	
15	The recommendations made by the Welsh Language Board, following the Risk Assessment Complaints Review, to be considered as part of the review of the Corporate Comments, Compliments and Complaints Policy.	2009/10			✓	New action. To be undertaken by the Corporate Strategy Team and Complaints Officers. The Comments, Compliments and Complaints Leaflet has been revised and following recommendation 2 it explicitly states that the public are welcome to submit their views in either Welsh or English.	
IMPLEMENTATION ACTION PLANS AND TIMETABLE							
16	Services to amend their Welsh Language Service Action Plans, taking account of the Revised Welsh Language Scheme and Corporate Action Plan. **To be omitted**	2008/09	✓			Service Action Plans are continually monitored, analysed and revised on an annual basis.	