

POLICY AND RESOURCES

CABINET BOARD

23rd SEPTEMBER 2010

CHIEF EXECUTIVE'S OFFICE

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

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1 COMMUNITY SAFETY PROJECTS FUND: APPLICATIONS FOR DECISION

Purpose of the Report:

To decide upon applications received for grant funding from Community and Voluntary Organisations and from the Safer Neath Port Talbot Partnership.

Background:

Introduction

Since 2000/2001 the Council has provided financial assistance to community-based and voluntary organisations to fund projects and schemes, which are designed to contribute towards the objectives of the Community Safety Strategy. The Safer Neath Port Talbot Partnership also develops projects for the same purpose. The combined budget for these purposes for 2010/11 is £15,000.

The Process

Grant application forms are available from the Council's Community Safety Team which offers advice and guidance to applicants on the eligibility criteria and completion of the application form. Applications are assessed against the eligibility criteria prior to the application being reported to the Cabinet Board for determination. Safer Neath Port Talbot Partnership submissions are agreed between the relevant partners prior to be presented for decision. As yet no projects have been approved for 2010/11.

Submitted Applications

Community-based Projects

<u>Organisation</u>	<u>Project</u>	<u>Grant</u>
1. Youth Inclusion Team	Underpass Mural Project	£ 500.00

A group of young people will be taken to a local underpass and work with a local artist to prepare and paint a mural as part of their community reparation. The aim of the project is to look at improving the local area and it will be a positive experience for the young people involved. It will also leave something lasting that will make a difference improving the local community.

Voluntary Organisations Projects

Organisation

Project

Grant

There are no Voluntary Organisation Projects this month.

Partnership Projects

The Safer Neath Port Talbot Christmas Campaign

The 2010 Christmas campaign will look to reduce the number of handbag and purse thefts in Neath Port Talbot. The Campaign will also promote and encourage residents to take care of their property in the run up to Christmas.

The partnership will organise community days and take part in community events throughout the County Borough giving out ‘jingle bells’, ‘purse lanyards’ and ‘handbag hangers’.

There will also be an extensive radio campaign. Posters and leaflets will be distributed through Neighbourhood Watch and Pact meetings. The campaign will also be raising awareness in the local media.

Costings

3000 Jingle Bells	£720.00
1000 Purse Lanyards	£560.00
500 Handbag hangers	£630.00
4 week, Daily Radio Campaign	£1500.00

Total - £3410.00

Posters and leaflets will be designed and printed in-house.

Recommendation:

It is recommended that the applications be approved.

Reasons for Proposed Decision:

The applications recommended for approval meet the eligibility criteria and the projects will contribute to the objectives of the Community Safety Strategy.

List of Background Papers:

Eligibility criteria and application forms.

Wards Affected:

All wards

Valleys Strategy:

All valleys

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COMPLIANCE STATEMENT

1 COMMUNITY SAFETY PROJECTS FUND **APPLICATIONS FOR DECISION**

(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	-	positive impacts
Better Health & Well Being	-	positive impacts
Environment & Transport	-	no impact
Crime & Disorder	-	positive impacts

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.

2 CITIZENS' PANEL CONSULTATION

Purpose of Report

To report on the key findings of the Citizens' Panel consultation exercise conducted between April and June 2010 and outline how the findings will be used.

Background

BMG Research has been engaged by the Council to manage the Citizens' Panel, providing consultation on County Borough wide issues with a representative sample of the local resident population. Questionnaires were distributed to all 1,200 Panel members seeking their views on a variety of issues. In total 795 responded, yielding a response rate of 65%.

The topics covered by this survey demonstrate how the Panel can be utilised to support key projects and activities being undertaken by the Council and its partners, such as, Local Service Board projects, Scrutiny Development work and monitoring information for the Community Plan.

The following sections provide a summary of the key findings. A more detailed report of the findings is available in the Member's Room.

Correspondence

Correspondence with the Council is currently the subject of a systems review and questions were included in this survey to supplement this work.

Panel members were asked about any written correspondence they have had with the Council in the last 12 months (either by letter or e-mail). The vast majority of respondents had not written to the Council in the last 12 months (82%). Only 15% had written to the Council requesting a response, amongst those, a prompt/quick response was considered by far the most important issue (51%). The next most important factors were for action to be taken/the issue to be resolved (22%) and getting a reply/acknowledgment (19%).

Ratings of the way in which the Council dealt with their correspondence (by those that had written expecting a response) are mixed, with the proportion considering the response good/very good (41%) being almost equal to the proportion that considered the response poor/very poor (39%).

The main suggestion for improving Council correspondence among those not entirely happy with it is “to have it responded to or acknowledge the issue or complaint”, followed by the Council “resolving the issue/answering the query” and “a quicker response”.

What use will be made of the findings?

- The findings have provided some useful survey information on correspondence to support the systems review. However, more detailed information can be obtained by speaking directly to people about what’s important to them when requesting a service, which is the basis of systems review work.

Air Quality

In general Panellists do not seem to consider responsibility for air quality in Neath Port Talbot to be down to one source or agency/body but mention several as having some responsibility. The highest proportion of respondents (76%) think Environment Agency Wales is responsible for the air quality. More than two-thirds think Industries (68%) or Neath Port Talbot County Borough Council (67%) is responsible.

In terms of finding out about air quality in Neath Port Talbot, newspapers (41%) followed by TV (36%) are the main sources of information. More than a fifth of respondents find out about air quality via word of mouth or from websites (24% and 22% respectively). The vast majority of residents (85%) do not think there is enough information available about air quality in Neath Port Talbot.

16% had seen a leaflet on air quality in a recent edition of Community Spirit. Of those, the vast majority are positive towards it, with at least three quarters rating the content, the design and its ease of understanding as good or very good. 92% of respondents had not heard of the Neath Port Talbot Clean Air Charter, leaving just 8% who are aware of this charter.

What use will be made of the findings?

- Air quality is a Local Service Board Project and the findings will be used, together with the results from recent residents’ focus groups, to inform the Air Quality Communications Strategy over the next 12 months. It will help the project team to provide information in the format and a place where residents would want and expect to find it.

Community

Respondents were asked to think about their local area, defined as the area within 15-20 minutes walking distance of their home. Two thirds of Panel members feel that they belong to their immediate neighbourhood either very or fairly strongly (67%).

42% of respondents agree that they can influence decisions affecting their local area; while a higher proportion (59%) agree that by working together with people in their neighbourhood they can influence decisions.

When asked if residents would like to be more involved in the decisions the Council makes that affect their local area nearly half (49%) say they would and 41% say that it would depend on the issue. This leaves just one in ten that are not interested in becoming more involved in Council decision making. Of the residents that are interested in becoming more involved in decision making 14% would like to be more involved in all issues that affect them. More specifically, these included road issues; policing/crime/anti-social behaviour; environmental issues; and issues surrounding planning permission or construction.

Overall 76% of respondents agree that their local area is a place where people from different backgrounds get on well together. The majority of panellists consider people not treating each other with respect and consideration to be 'not a big problem' (68%).

What use will be made of the findings?

- Information on residents' perception of their local neighbourhood and community provides monitoring information for the Confident Communities theme of the Community Plan.
- The findings also help to plan future engagement work and identify the types of issues that residents would like to have more involvement in.

Alcohol

This topic was included to underpin the progressive work that the Social Care, Health and Housing Scrutiny Committee have undertaken in the area of the effects of alcohol on the health of the adult population.

The results show that there is some uncertainty as to what Panel members think the recommended maximum intake of alcohol per week is for men and for women. 22% of respondents believe the recommended maximum intake for men is up to 10 units per week, while 43% think it is between 11

and 14 units, and 31% think 15 to 21 units. For women the majority think the limit is up to 10 units per week (65%), although 30% think the limit is 11-14 units per week.

When asked to indicate the size of glass that is equivalent to one unit of alcohol, for European wine at 9% volume the majority of respondents opted for a 125cl glass (60%), although a third thought a smaller glass (75cl). For stronger (14% volume) Australian/South African wine the vast majority (87%) opted for the 75cl glass being the equivalent to one unit.

Respondents are quite split as to whether one unit of alcohol is equivalent to half a pint of regular strength beer (52%) or a full pint of regular strength beer (45%). Similarly, for lager the highest proportion thinks that half a pint of regular strength lager is equivalent to one unit (51%), but 36% think it is a full pint.

The highest proportion believes that adults aged 25-40 years are likely to be the biggest users of support services for alcohol dependency/addiction services (49%). Panellists are then split as to whether 16-24 year olds or 41-55 year olds are the next biggest users. They are least likely to think that adults over 55 years are the biggest users (2%).

Virtually all respondents think liver disease is linked to regularly exceeding the recommended intake limits of alcohol over time (99%). Kidney disease (74%) and heart disease (71%) are the next most mentioned followed by obesity (69%). Fewer Panellists think there's a link between excessive alcohol consumption and diabetes, strokes, dementia or eyesight problems.

Anti-social behaviour followed by domestic violence are the problems that respondents are most likely to attribute to excessive alcohol consumption. More than three-quarters also believe relationship breakdown (81%) and poor health (77%) are attributable to excessive alcohol consumption and at least two thirds mention violent crime (70%), work related absence (67%) and debt (66%).

It was found that 16% of respondents do not buy alcohol at all. Whilst of those that do purchase alcohol the supermarket is by far the most likely place they will go to purchase it (74%), followed by the pub (28%).

What use will be made of the findings?

- The findings show that there is some confusion over the recommended alcohol units within the population. Although it is good that there is under estimation of units rather than over estimation.
- The wine glass by size and cl is also confirming the confusion among the public. This is an area of concern as some people will drive after one or two glasses of wine and could be over the limit for driving depending on the volume of alcohol and the glass size. So some work needs to be done not just on pushing for more consistent bottle labelling but also ensuring that where alcohol is sold there are clear messages about size of glass and alcohol volume. Similarly for beer and lager.
- There was more knowledge than expected of links between alcohol and specific chronic conditions. More public awareness should be done on stroke and diabetes.
- The supermarket being the most likely place people will go to purchase alcohol supported previous evidence. It highlights the need for any public health campaign to be targeting supermarkets rather than pubs and it may (although this is not explicit through the survey result) indicate that people are buying more in supermarkets because of lower costs and easier availability. Plus the possible lifestyle marketing used in supermarkets that needs to be tackled.

Waste Management

Overall, nine out of ten residents are satisfied with their household waste collection (90%), the kerbside recycling service (91%) and the bulk refuse collection (91%).

In terms of the types of waste put out for collection, of the recyclables, food waste followed by paper and then plastics are most likely to have been put out for the most recent waste collection. 92% say that they put out unrecyclable waste at their most recent collection.

The Briton Ferry site is by far the most used household waste and recycling centre/civic amenity site. 67% of panellists have used the facility in the last 12 months and more than eight in ten used this site on their most recent visit.

Overall satisfaction with household waste and recycling centres/civic amenity sites is very high with at least 9 in 10 satisfied with each element of all the sites combined. Looking at each of the recycling facilities individually at least eight in ten are satisfied with each aspect, at each of the sites.

80% of Panellists agree that the Council does provide enough information to help them to use Council waste services.

What use will be made of the findings?

- The findings will help to inform the Operational Business Plan for Waste Services and assist in the development and improvement of frontline service delivery and policy.
- The results also provide officers with an opportunity to measure the level of satisfaction the public have with the services provided.

List of Background Papers

None

Appendices

None – but note that a more detailed report of the findings is available in the Member’s Room and copies can be acquired from the Corporate Strategy Team.

Wards Affected

All

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3 Welsh Language Scheme **Annual Monitoring Report 2009/10 and Corporate Action Plan**

Purpose of Report

To provide members with the Welsh Language Scheme Annual Monitoring Report for 2009/10 and the updated Corporate Action Plan.

Background

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.

Overview of Progress

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 2009/10 has been submitted to the Board and feedback will be received in due course.

The updated Corporate Action Plan will help take forward the Scheme's implementation and co-ordinate common actions across individual service action plans.

List of Background Papers

Welsh Language Scheme approved on 27th July 2007.

Appendices

Appendix 1 – Welsh Language Scheme Annual Monitoring Report
2009/10

Appendix 2 – Further information on WLI 5

Appendix 3 – Risk Assessment Complaints Review 2009/10

Appendix 4 - Corporate Action Plan 2010/11

Wards Affected

All wards affected.

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

2009/10

**Corporate Strategy Team
August 2010**

ANNUAL MONITORING REPORT

2009/10

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

WELSH LANGUAGE SCHEME

ANNUAL MONITORING REPORT – 2009/10

1 SCHEME MANAGEMENT AND ADMINISTRATION

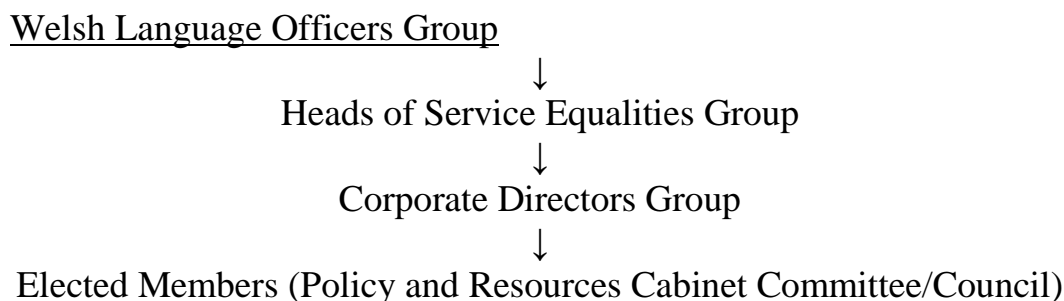
Introduction

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 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

Following the review of scrutiny development work it was decided that the Annual Monitoring Report for the Welsh Language Scheme should be considered by the Policy and Resources Scrutiny Committee and will continue to be part of its work programme. If any major 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. Corporate and service action plans continue to be produced so that progress in implementing the Scheme can be monitored.

3 MAINSTREAMING

Service Planning and Provision

The introduction of the Equality Impact Assessment (EIA) Framework has enabled services to assess all new policies, as well as current policies and services, to determine their relevance to the Welsh language along with other equalities strands, and to ensure that any adverse effects are avoided or at least mitigated.

The assessment framework is becoming a routine part of policy development and the information collected will provide a significant foundation for future service development and provision.

Transformation Programme

The Council's transformation programme aims to improve people's experience of living and working in Neath Port Talbot and focuses on how we deliver services and the way in which we work. The Council is currently employing a systems thinking review approach of placing the customer at the heart of service delivery and examining the barriers to receiving the service and the EIA is being incorporated into this approach.

Welsh Local Government Association

The Council is currently involved in an Equality Improvement Framework pilot project with the support of the WLGA, the aim of which is to produce a set of equality values and a vision statement as a precursor to the development of a single equality scheme.

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 substance misuse services, conforming to the requirements of the Welsh Language Scheme was undertaken during 2009/10. A summary of the monitoring outcomes is outlined below.

Social Services, Health and Housing commission West Glamorgan Council on Alcohol and Drug Abuse Ltd (WGCADA) to operate open access service for all residents of Neath Port Talbot who are either using alcohol or/and drugs or are experiencing the negative effects of alcohol or drugs by their children or parents.

WGCADA was asked a set of five questions regarding Welsh language provision. The results were as follows:

1. If I was a service user requesting to speak to someone in the Welsh language how would you arrange this?

Welsh language requirements are recognised by WGCADA and a service is available at all times. The service has a bilingual telephone response. No formal requests for Welsh speaking service have been received throughout 2009/10; however, informal business is undertaken in Welsh on a frequent basis.

2. Who is the nominated person(s)?

There are three fluent Welsh speakers within the service; these officers would respond accordingly if a request was received.

3. Is there someone available or would a time be arranged?

There is someone available at all times; therefore the Welsh speaking service would be immediate.

4. Have you information regarding your services in Welsh readily available?

There is no printed information regarding services in Welsh; however, demand is carefully monitored and consideration would be given to printed literature in Welsh if necessary.

5. If not how long would it take?

Translation would take approximately one week; it should be noted that any such requests would be handled sensitively and respectfully by a Welsh speaking officer.

Officers from the Local Authority and WGCADA will continue to promote and encourage the use of Welsh language where appropriate. For the financial year 2010/11 providers in a different area of care services will be monitored.

(ii) Youth and Leisure Services

During 2008/09 a specialist youth worker was employed to develop youth work through the medium of Welsh. The youth worker is employed by the Urdd as part of the Reaching the Heights Convergence Project. The Youth Service has developed good links with the Urdd worker leading to joint working to deliver projects in Ystalyfera. In the financial year 2009/10 the Children and Young People's Partnership funded Welsh medium after school clubs in three secondary schools in the County Borough. These were facilitated by the Urdd and funded via Community Focused School funding.

Following a review of youth clubs last year the Youth Service has identified the need to improve opportunities for bilingual provision across the Local Authority Youth Service. Using their Welsh Assembly Government Revenue Grant they have tasked Menter Iaith with developing a range of activities that focus on Welsh language and culture which can be delivered within a club setting. The Youth Service is in the process of identifying current Welsh speaking members of staff with a view to increasing their confidence and skills to deliver through the medium of Welsh. The Youth Development Officer in Menter Iaith will provide training to these employees to enable them to deliver the curriculum pack through the medium of Welsh as a starting point. They are also looking at the signage within their clubs to ensure it is bilingual.

(iii) Pre-school Provision

The Children and Young People's Partnership does not commission pre-school provision. Therefore, it is not possible to provide information on this aspect.

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 has completed a Voluntary and Community Sector Funding Review, which concentrated on the funding given to the voluntary and community sector. Following this Review the existing Compact agreement between the Council and the Voluntary and Community Sector is being reviewed and

updated. As part of this a Funding Code of Practice with the Third Sector is being developed, which should provide practical guidance and help to improve funding and contracting relationships.

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

<u>Service</u>	09/10
	%
Chief Executive's	100
Environment	100
Education, Leisure & Lifelong Learning	100
Social Services, Health & Housing	100
Finance & Corporate Services	100

Employees are regularly reminded of the requirements of the Welsh Language Scheme and Employee Guidance on the Welsh Language Scheme is available on the intranet.

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

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 2009/10:-

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

<u>Service</u>	09/10
	%
Chief Executive's	100
Environment	100
Education, Leisure & Lifelong Learning	100
Social Services, Health & Housing	100
Finance & Corporate Services	100

It has been highlighted by some service managers that there are Welsh speaking members of staff who communicate in Welsh with members of the public on a regular basis and these interactions are not formally recorded. The complaints procedure also assists with identifying and helping to resolve issues about Welsh language communication.

Public Meetings

Several public meetings were arranged during the financial year 2009/10. 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

<u>Service (No. of Meetings – 09/10)</u>	09/10
	%
Chief Executive's (2)	100
Environment (23)	57
Education, Leisure & Lifelong Learning (0)	Nil
Social Services, Health & Housing (28)	0*
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

<u>Service</u>	09/10
	%
Chief Executive's	Nil
Environment	100
Education, Leisure & Lifelong Learning	Nil
Social Services, Health & Housing	*
Finance & Corporate Services	Nil

(Nil = No requests for bilingual public meetings were made during 2009/10)

* Social Services, Health & Housing Service arranged public meetings during 2009/10 in relation to the Council's Transforming Older People Services (TOPS) programme and more specifically the consultation process in relation to residential care. A programme of meetings, although open to the public, was specifically aimed at residents, family, carers and staff. Due to the complex nature of the meetings and no formal invitations given to individuals, Welsh was not offered in advance; however, the service ensured that a number of Welsh speaking staff were in attendance to meet any requests that arose.

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

<u>Service (No. of requests – 09/10)</u>	09/10
	%
Chief Executive's (0)	Nil
Environment (9)	100
Education, Leisure & Lifelong Learning (0)	Nil
Social Services, Health & Housing (50)	100
Finance & Corporate Services (151)	100

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

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

Social Services Health and Housing Service have noted that there has been a significant increase in the numbers reported during 2009-10 for L (WL) 4 and L (WL) 6. This can be attributed to better recording processes, but highlights the continued, vital use of Welsh language in Social Services, Health and Housing direct client/service user contact, particularly in assessments of needs, assisting in developing a relationship between staff and the public.

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 2009/10 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

<u>Service</u>	09/10
	%
Chief Executive's	100
Environment	57*
Education, Leisure & Lifelong Learning	96
Social Services, Health & Housing	100
Finance & Corporate Services	100

* The Road Safety Team produce individual safer route leaflets for schools across the County Borough. The leaflets are produced to fit the requirements of the school where language preference is already known. This year 35 leaflets were produced in English only and 25 were bilingual.

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

<u>Service</u>	09/10
	%
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 that are bilingual/separate English and Welsh Versions

<u>Service</u>	09/10
	%
Chief Executive's	100
Environment	35
Education, Leisure & Lifelong Learning	86
Social Services, Health & Housing	Nil*
Finance & Corporate Services	100

* Data collection processes have been hampered this year due to an extensive re-structure within Business Strategy Division of the Social Services, Health and Housing Service. Therefore a 'nil' return for this PI has been reported. Officers will ensure these data collection processes are re-established and in place for 2010-11.

Environment Services will address this PI in their action plan. It has been demonstrated that there is some confusion over collecting this PI and the figure may not be an accurate reflection. Issues such as this will be addressed in the revision of the Scheme and the systems used to collate PI data.

Surveys

This part of the report describes the attempts made by the Council during 2009/10 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

<u>Service</u>	09/10
	%
Chief Executive's	100
Environment	64
Education, Leisure & Lifelong Learning	33*
Social Services, Health & Housing	11
Finance & Corporate Services	Nil

(Nil = No questionnaires produced for use with public during 2009/10)

* Please note that Education Leisure and Lifelong Learning only produced 3 questionnaires in total.

Actions have been taken by Environment Services to improve this PI, it was noted that one section sent out 3 questionnaires to members of the public that were in English only with a sentence stating Welsh versions were available on request. The section has been informed that this is not compliant with the Council's Welsh Language Scheme. In future a different approach will be taken by that section which utilises our online consultation tool and will be compliant with the Scheme. Questionnaires that are going to continue to be used in future have been translated.

Public and Official Notices

Services undertook a sampling exercise of official/public notices produced during the financial year 2009/10.

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

<u>Service</u>	09/10
	%
Chief Executive's	100
Environment	23
Education, Leisure & Lifelong Learning	100
Social Services, Health & Housing	Nil
Finance & Corporate Services	0*
(Nil = no official/public notices produced)	

* Please note that all the signs for Finance and Corporate Services were traffic notices and are technical in nature.

The Planning Section, in Environment Service, takes the approach that where a notice concerns the County Borough as a whole or relates specifically to an area where Welsh predominates it is placed bilingually.

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

<u>Department</u>	No. of Staff	No. of Welsh Speaking Staff	%	No. of Posts Designated Welsh - No Requirement/Desirable/Essential
Customer Services				
Call Centre	8.3 FTE	1	12	1 Essential 7.3 Desirable
One Stop Shop				
Customer Service Officers	11.2 FTE	2	18	1 Essential 17 Desirable

In addition, the full time member of staff at reception in Port Talbot Civic Centre is also a fluent Welsh Speaker.

There is a dedicated Welsh language line for the Council’s Customer Call Centre and is published along side the English line on general Council correspondence and on the Council’s website.

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. Any other training needs/requirements around Welsh language would be fully supported by the line managers for this service.

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 2009 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	No. Employees					Total
	Year 1	Year 2	Year 3	Year 4	Year 5	
CEX	2	6	0	1	1	9
EDLL	3	0	2	0	3	8
SSH&H	9	1	3	0	5	18
F&CS	0	1	0	0	0	1
ENV	1	4	1	4	1	11
Total	15	11	6	5	10	47

After a review of the current provision of Welsh language training for employees there will be a change in approach from September 2010. It has been acknowledged that more flexible, fast track learning opportunities are required for employees to better meet their needs and that of the Council.

There will be no year one beginner classes this financial year, but those who are already in the programme will continue with the other years if they wish to do so. However, year two will cease next year and so on until all the years are phased out. New requests from employees, who are proficient and wish to join the remaining years, can do so.

If it is identified that an employee needs Welsh language training then a business case will be made and the type of training undertaken will be decided on an individual case by case basis, such as intensive training or bespoke training. It is anticipated that in future greater use will be made of evening classes provided by the College.

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 2009/10.

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

<u>Service</u>	09/10 No. Employees
Chief Executive's Environment	8
Education, Leisure & Lifelong Learning	11
Social Services, Health & Housing	3
Finance & Corporate Services	8
Total	4

The focus of equalities training is currently on disability equality and where appropriate Welsh Language Act requirements will be included in current and future equalities training.

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. The tables below summaries the percentage of staff who are Welsh speakers and learners spilt via service division and post grade. Service divisions have been divided up via heads of service. More detailed information can be found in Appendix 2.

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)

% of staff within the Council's Service who are Welsh speakers according to service division and grades of post.

<u>Division Desc</u>	<u>SCP 4-11</u> %	<u>SCP 12-22</u> %	<u>SCP 23-33</u> %	<u>SCP 34-44</u> %	<u>SCP 45+</u> %
Access & Support Services	9	10	11	11	0
Building Services	0	0	16	25	0
Business Strategy	30	0	0	16	0
Change Management & Innovation	-	0	-	33	0
Chief Executive	-	0	-	-	-
Children & Young People Services	0	0	13	13	25
Community Care Services	9	11	10	8	50
Corporate Strategy	33	8	10	5	0
Economic Development & Valleys Programme	0	7	17	20	100
Engineering & Transport	6	9	12	7	0
Financial Services	-	33	0	0	25
Housing & Public Protection	-	12	11	7	17
Human Resources	-	0	6	11	0
ICT	0	0	13	13	0
Legal & Democratic Services & Monitoring Officer	25	0	0	13	0
Partnership & Community Development	16	12	10	0	13
Planning	0	0	23	24	0
Policy & Administration	0	0	20	0	-
Property & Regeneration	4	0	23	6	20
Revenues & Customer Services	-	0	12	25	50
Schools Education Development & Inclusion Service	0	19	14	0	1
South Wales Trunk Road Agency	-	20	10	0	0
Streetcare Services	8	10	2	9	20
Support Services & Commissioning Development	-	0	-	-	-
Welsh Housing Quality Standard	-	0	0	0	-
Total	9	10	11	10	15

% of staff within the Council's Service who are Welsh learners according to service division and grades of posts.

<u>Division Desc</u>	<u>SCP 4-11</u> %	<u>SCP 12-22</u> %	<u>SCP 23-33</u> %	<u>SCP 34-44</u> %	<u>SCP 45+</u> %
Access & Support Services	6	2	1	22	0
Building Services	14	0	5	0	0
Business Strategy	15	20	6	5	0
Change Management & Innovation	-	100	-	67	0
Chief Executive	-	0	-	-	-
Children & Young People Services	0	7	14	11	25
Community Care Services	6	8	14	20	50
Corporate Strategy	33	15	23	14	0
Economic Development & Valleys Programme	0	0	10	0	100
Engineering & Transport	3	9	6	0	0
Financial Services	-	0	7	7	25
Housing & Public Protection	-	12	12	21	17
Human Resources	-	0	11	6	0
ICT	33	0	13	13	0
Legal & Democratic Services & Monitoring Officer	17	20	13	10	0
Partnership & Community Development	13	9	22	0	13
Planning	0	13	8	10	0
Policy & Administration	100	6	40	0	-
Property & Regeneration	3	13	5	31	20
Revenues & Customer Services	-	0	12	0	50
Schools Education Development & Inclusion Service	25	26	9	20	1
South Wales Trunk Road Agency	-	0	19	0	0
Streetcare Services	4	7	23	9	20
Support Services & Commissioning Development	-	0	-	-	-
Welsh Housing Quality Standard	-	0	50	0	-
Total	6	8	13	13	15

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

Welsh Speakers and Learners

The Welsh Speakers and Learners Network continues to receive information on opportunities to use, practice and develop their Welsh language skills. It is being looked into developing an electronic network where speakers and learners can communicate with each other on the intranet.

Different groups of speakers and learners have also started to meet up in several locations during lunch times. Further opportunities are being looked at to help assist speakers and learners to improve their skills and build confidence.

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

The recommendations made by the WLB after the Risk Assessment Complaints Review 2008/09 have been considered as part of the revision of the Council's Corporate Comments, Compliments and Complaints Policy. More detailed information on follow up action is included in Appendix 3.

During 2009/10, six complaints were recorded in connection with the Welsh Language Scheme. Three complaints were received via the Welsh Language Board and three were sent directly to the Council. The details of the complaints are outlined below.

Complaints Received:

- A member of the public contacted the Welsh Language Board regarding two matters:
 - (i) Difficulties experienced by the complainant when attempting to speak Welsh with the Council over the phone. The complainant was given details of the new contact numbers for the Council including the number for the dedicated Welsh language line, which is now advertised.
 - (ii) The second part of the complaint was regarding Planning Notices being raised in Gwaun Cae Gurwen and Cwmllynfell. The Welsh versions of the sign were not put up at the same time and the quality of Welsh when they were was not of a suitable standard. An apology letter was sent to the complainant and steps were put in place to ensure future translation is to an acceptable standard.
- The Welsh Language Board received a complaint regarding the standard of Welsh in a letter sent out by the Planning Department. An explanation and apology was sent to the Board to pass on to the complainant. Also, as

requested by the Welsh Language Board, an action plan was developed to address these issues.

- A Welsh speaking member of the public complained to the Welsh Language Board that they had received information from the Council about Recycling Services in English only. The complaint was looked into and the complainant was informed that the exercise had come to an end and the letter will be reviewed and if a similar letter is used in the future it will be bilingual.
- One complaint was received regarding a Council Tax circular being sent in English only to members of the public. An apology letter was sent and the complainant was informed that future correspondence would be sent to them in Welsh/bilingually.
- A complaint was received that a sign on the door at the Pontardawe One Stop Shop was in English only. The situation was immediately rectified and a translation of the sign provided.
- Electoral services received a complaint from a member of the public who had received both English and Welsh versions of voter registration forms, the complainant objected to receiving the Welsh versions of the forms. They felt that the associated translation and printing costs of the forms in both languages was not a good use of public money. A response was sent to the complainant explaining that Electoral Registration Officers in Wales are required to comply with the Welsh Language Act 1993 and must ensure that voter registration forms are provided in both English and Welsh during the annual canvass and all printing is undertaken as efficiently as possible.

All complaints were dealt with in accordance with the Corporate Comments, Compliments and Complaints Policy, which includes being dealt with within the agreed timescales.

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 November 2009 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 levels of satisfaction with the Council's ability to communicate in their preferred language were high. Respondents were also asked whether the Council does enough to promote the Welsh language and culture across the County Borough and encouragingly 81% of respondents felt that it does.

The questions on Welsh language services assists in the monitoring and promotion of these 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 4) highlights priorities for action for 2010/11.

The Council's Welsh Language Scheme is due for revision during the 2010/11 financial year and it is anticipated that this exercise will be completed by the end of September 2010. In light of the changes being made to the Scheme the opportunity will be taken to assess if the current PI information collected is still appropriate and if the most efficient system is used to collate it.

Measuring the local performance indicators 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.

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

Appendix 2

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.

SCP 4 – 11

<u>Division Desc</u>	<u>SUM FTE Hours</u>	<u>Headcount of Staff</u>	<u>Headcount Welsh Speakers</u>	<u>%</u>
Access & Support Services	88	540	48	9
Building Services	7	7	0	0
Business Strategy	16	20	6	30
Children & Young People Services	3	5	0	0
Community Care Services	40	87	8	9
Corporate Strategy	0	3	1	33
Economic Development & Valleys Programme	2	2	0	0
Engineering & Transport	25	72	4	6
ICT	3	3	0	0
Legal & Democratic Services & Monitoring Officer	8	12	3	25
Partnership & Community Development	6	61	10	16
Planning	1	1	0	0
Policy & Administration	1	1	0	0
Property & Regeneration	38	111	4	4
Schools Education Development & Inclusion Service	2	4	0	0
Streetcare Services	112	140	11	8
Total	352	1069	95	9%

<u>SCP. 12-22</u>	<u>SUM FTE</u>	<u>Headcount</u>	<u>Headcount</u>	<u>%</u>
<u>Division Desc.</u>	<u>Hours</u>	<u>of Staff</u>	<u>Welsh Speakers</u>	
Access & Support Services	39	129	13	10
Building Services	9	10	0	0
Business Strategy	4	5	0	0
Change Management & Innovation	1	1	0	0
Chief Executive	1	1	0	0
Children & Young People Services	9	14	0	0
Community Care Services	252	468	52	11
Corporate Strategy	7	13	1	8
Economic Development & Valleys Programme	13	14	1	7
Engineering & Transport	11	11	1	9
Financial Services	5	6	2	33
Housing & Public Protection	24	26	3	12
Human Resources	2	2	0	0
ICT	6	7	0	0
Legal & Democratic Services & Monitoring Officer	5	5	0	0
Partnership & Community Development	90	100	12	12
Planning	7	8	0	0
Policy & Administration	18	18	0	0
Property & Regeneration	11	15	0	0
Revenues & Customer Services	2	2	0	0
Schools Education Development & Inclusion Service	21	27	5	19
South Wales Trunk Road Agency	5	5	1	20
Streetcare Services	86	90	9	10
Support Services & Commissioning Development	1	1	0	0
Welsh Housing Quality Standard	1	1	0	0
Total	630	979	100	10

SCP. 23-33

<u>Division Desc</u>	<u>SUM FTE Hours</u>	<u>Headcount of Staff</u>	<u>Headcount Welsh Speakers</u>	<u>%</u>
Access & Support Services	57	80	9	11
Building Services	85	85	14	16
Business Strategy	15	16	0	0
Children & Young People Services	62	95	12	13
Community Care Services	94	130	13	10
Corporate Strategy	28	31	3	10
Economic Development & Valleys Programme	39	41	7	17
Engineering & Transport	17	17	2	12
Financial Services	26	28	0	0
Housing & Public Protection	78	82	9	11
Human Resources	15	18	1	6
ICT	15	15	2	13
Legal & Democratic Services & Monitoring Officer	16	16	0	0
Partnership & Community Development	69	83	8	10
Planning	13	13	3	23
Policy & Administration	5	5	1	20
Property & Regeneration	21	22	5	23
Revenues & Customer Services	17	17	2	12
Schools Education Development & Inclusion Service	17	22	3	14
South Wales Trunk Road Agency	42	42	4	10
Streetcare Services	45	47	1	2
Welsh Housing Quality Standard	2	2	0	0
Total	778	907	99	11

SCP. 34-44

<u>Division Desc</u>	<u>SUM FTE</u> <u>Hours</u>	<u>Headcount</u> <u>of Staff</u>	<u>Headcount</u> <u>Welsh Speakers</u>	<u>%</u>
Access & Support Services	7	9	1	11
Building Services	4	4	1	25
Business Strategy	16	19	3	16
Change Management & Innovation	3	3	1	33
Children & Young People Services	56	71	9	13
Community Care Services	80	90	7	8
Corporate Strategy	21	21	1	5
Economic Development & Valleys Programme	14	15	3	20
Engineering & Transport	15	15	1	7
Financial Services	14	15	0	0
Housing & Public Protection	27	29	2	7
Human Resources	17	18	2	11
ICT	23	24	3	13
Legal & Democratic Services & Monitoring Officer	30	31	4	13
Partnership & Community Development	13	13	0	0
Planning	21	21	5	24
Policy & Administration	1	1	0	0
Property & Regeneration	16	16	1	6
Revenues & Customer Services	4	4	1	25
Schools Education Development & Inclusion Service	10	10	0	0
South Wales Trunk Road Agency	10	10	0	0
Streetcare Services	11	11	1	9
Welsh Housing Quality Standard	2	2	0	0
Total	415	452	46	10

SCP. 45+

<u>Division Desc</u>	<u>SUM FTE</u> <u>Hours</u>	<u>Headcount of</u> <u>Staff</u>	<u>Headcount</u> <u>Welsh Speakers</u>	<u>%</u>
Access & Support Services	1	1	0	0
Building Services	2	2	0	0
Business Strategy	3	3	0	0
Change Management & Innovation	3	3	0	0
Children & Young People Services	6	12	1	8
Community Care Services	4	4	1	25
Corporate Strategy	2	2	1	50
Economic Development & Valleys Programme	1	1	0	0
Engineering & Transport	3	3	2	67
Financial Services	4	4	0	0
Housing & Public Protection	6	6	0	0
Human Resources	3	3	0	0
ICT	6	6	0	0
Legal & Democratic Services & Monitoring Officer	10	10	1	10
Partnership & Community Development	2	8	2	25
Planning	3	3	1	33
Property & Regeneration	5	5	1	20
Revenues & Customer Services	2	2	1	50
Schools Education Development & Inclusion Service	1	1	0	0
South Wales Trunk Road Agency	2	2	0	0
Streetcare Services	5	5	1	20
Total	74	86	11	13

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.

SCP 4 – 11

<u>Division Desc</u>	<u>SUM FTE Hours</u>	<u>Headcount of Staff</u>	<u>Headcount Welsh Speakers</u>	<u>%</u>
Access & Support Services	88	540	34	6
Building Services	7	7	1	14
Business Strategy	16	20	3	15
Children & Young People Services	3	5	0	0
Community Care Services	40	87	5	6
Corporate Strategy	0	3	1	33
Economic Development & Valleys Programme	2	2	0	0
Engineering & Transport	25	72	2	3
ICT	3	3	1	33
Legal & Democratic Services & Monitoring Officer	8	12	2	17
Partnership & Community Development	6	61	8	13
Planning	1	1	0	0
Policy & Administration	1	1	1	100
Property & Regeneration	38	111	3	3
Schools Education Development & Inclusion Service	2	4	1	25
Streetcare Services	112	140	6	4
Total	352	1069	68	6

<u>SCP. 12 -22</u>	<u>SUM FTE</u>	<u>Headcount</u>	<u>Headcount</u>	<u>%</u>
<u>Division Desc.</u>	<u>Hours</u>	<u>of Staff</u>	<u>Welsh Speakers</u>	
Access & Support Services	39	129	3	2
Building Services	9	10	0	0
Business Strategy	4	5	1	20
Change Management & Innovation	1	1	1	100
Chief Executive	1	1	0	0
Children & Young People Services	9	14	1	7
Community Care Services	252	468	35	8
Corporate Strategy	7	13	2	15
Economic Development & Valleys Programme	13	14	0	0
Engineering & Transport	11	11	1	9
Financial Services	5	6	0	0
Housing & Public Protection	24	26	3	12
Human Resources	2	2	0	0
ICT	6	7	0	0
Legal & Democratic Services & Monitoring Officer	5	5	1	20
Partnership & Community Development	90	100	9	9
Planning	7	8	1	13
Policy & Administration	18	18	1	6
Property & Regeneration	11	15	2	13
Revenues & Customer Services	2	2	0	0
Schools Education Development & Inclusion Service	21	27	7	26
South Wales Trunk Road Agency	5	5	0	0
Streetcare Services	86	90	6	7
Support Services & Commissioning Development	1	1	0	0
Welsh Housing Quality Standard	1	1	0	0
Total	630	979	73	8

SCP. 23-33

<u>Division Desc</u>	<u>SUM FTE Hours</u>	<u>Headcount of Staff</u>	<u>Headcount Welsh Speakers</u>	<u>%</u>
Access & Support Services	57	80	1	1
Building Services	85	85	4	5
Business Strategy	15	16	1	6
Children & Young People Services	62	95	13	14
Community Care Services	94	130	18	14
Corporate Strategy	28	31	7	23
Economic Development & Valleys Programme	39	41	4	10
Engineering & Transport	17	17	1	6
Financial Services	26	28	2	7
Housing & Public Protection	78	82	10	12
Human Resources	15	18	2	11
ICT	15	15	2	13
Legal & Democratic Services & Monitoring Officer	16	16	2	13
Partnership & Community Development	69	83	18	22
Planning	13	13	1	8
Policy & Administration	5	5	2	40
Property & Regeneration	21	22	1	5
Revenues & Customer Services	17	17	2	12
Schools Education Development & Inclusion Service	17	22	2	9
South Wales Trunk Road Agency	42	42	8	19
Streetcare Services	45	47	11	23
Welsh Housing Quality Standard	2	2	1	50
Total	778	907	113	13

SCP. 34-44

<u>Division Desc</u>	<u>SUM FTE</u> <u>Hours</u>	<u>Headcount</u> <u>of Staff</u>	<u>Headcount</u> <u>Welsh Speakers</u>	<u>%</u>
Access & Support Services	7	9	2	22
Building Services	4	4	0	0
Business Strategy	16	19	1	5
Change Management & Innovation	3	3	2	67
Children & Young People Services	56	71	8	11
Community Care Services	80	90	18	20
Corporate Strategy	21	21	3	14
Economic Development & Valleys Programme	14	15	0	0
Engineering & Transport	15	15	0	0
Financial Services	14	15	1	7
Housing & Public Protection	27	29	6	21
Human Resources	17	18	1	6
ICT	23	24	3	13
Legal & Democratic Services & Monitoring Officer	30	31	3	10
Partnership & Community Development	13	13	0	0
Planning	21	21	2	10
Policy & Administration	1	1	0	0
Property & Regeneration	16	16	5	31
Revenues & Customer Services	4	4	0	0
Schools Education Development & Inclusion Service	10	10	2	20
South Wales Trunk Road Agency	10	10	0	0
Streetcare Services	11	11	1	9
Welsh Housing Quality Standard	2	2	0	0
Total	415	452	58	13

SCP. 45+

<u>Division Desc</u>	<u>SUM FTE</u> <u>Hours</u>	<u>Headcount of</u> <u>Staff</u>	<u>Headcount</u> <u>Welsh Speakers</u>	<u>%</u>
Access & Support Services	1	1	0	0
Building Services	2	2	0	0
Business Strategy	3	3	0	0
Change Management & Innovation	3	3	0	0
Children & Young People Services	6	12	3	25
Community Care Services	4	4	2	50
Corporate Strategy	2	2	0	0
Economic Development & Valleys Programme	1	1	1	100
Engineering & Transport	3	3	0	0
Financial Services	4	4	1	25
Housing & Public Protection	6	6	1	17
Human Resources	3	3	0	0
ICT	6	6	0	0
Legal & Democratic Services & Monitoring Officer	10	10	0	0
Partnership & Community Development	2	8	1	13
Planning	3	3	0	0
Property & Regeneration	5	5	1	20
Revenues & Customer Services	2	2	1	50
Schools Education Development & Inclusion Service	1	1	1	1
South Wales Trunk Road Agency	2	2	0	0
Streetcare Services	5	5	1	20
Total	74	86	13	15

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

Welsh Language Board Risk Assessment Complaints Review 2008/09

Recommendation / Comment	Review report reference	Action required	Target date for completion of action	Completed?
<p>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.</p>	<p>Q25</p>	<p>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.</p>	<p>Ongoing</p>	<p>Yes (Questions were included in the November 2009 Citizens’ Panel survey)</p>

Recommendation / Comment	Review report reference	Action required	Target date for completion of action	Completed?
<p>Recommendation 1. When information about complaints is logged on every system – departmental or corporate - it should include the following mandatory information namely</p> <p>(i) A confirmation of the complainant’s preferred language – ‘Welsh’, ‘English’ or ‘Other (Specify)’, and</p> <p>(ii) A code or specific heading for all ‘complaints about the service in Welsh/ Welsh Language Scheme’.</p> <p>(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.</p>	Q5	<p>There has been a delay in the revision of the Council’s Corporate Comments, Compliments and Complaints Policy due to the recent draft guidance issued by the Public Services Ombudsman for Wales. However, Recommendation 1 has been taken into consideration and will be reflected in the final document.</p> <p>(iii) The Oracle system for recording complaints includes a category for Welsh and this system will shortly be used by all Complaints Officers.</p>	<p>March 2010</p> <p>September 2010</p>	In part

Recommendation / Comment	Review report reference	Action required	Target date for completion of action	Completed?
<p>Recommendation 2. Comments, compliments and complaints form and the new complaints form should</p> <p>(i) State explicitly that the public are welcome to submit their views in either Welsh or English, and</p> <p>(ii) Ask a question about the individual's preferred language – Welsh, English or Other.</p>	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
<p>Recommendation 3. Any training or guidance on dealing with complaints should as a minimum confirm that:</p> <p>- A lack of service in Welsh or lack of continuity of service in Welsh is a 'type' of valid complaint.</p>	Q13	There has been a delay in the revision of the Corporate Comments Compliments and Complaints Policy due to recent draft guidance issued from the Public Services Ombudsman for Wales.	<p>March 2010</p> <p>September 2010</p>	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. To be omitted	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 has been undertaken in 2009/10. As it is an ongoing monitoring exercise that has commenced for all areas it is appropriate to delete this action.	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. To be omitted	2009/10	✓			The EIAF is now being implemented across the Council and as it is an ongoing programme of assessment it is appropriate to delete this action.	

Action No.	Action	Target Date	Action Completed			Comment	Linked Target
			Yes	No	In Part		
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. To be omitted	2009/10	✓			The identification of gaps in data and subsequent inclusion as actions in relevant business plans is routinely undertaken as part of the EIAF. As it is an ongoing programme of assessment it is appropriate to delete this action.	
4	Further develop and introduce the EIAF as an appraisal tool for the executive reporting process, ensuring the Welsh language is addressed.	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	2009/10 2010/11			✓	The guidance from the WLB has been considered as part of the Voluntary and Community Sector Funding Review and the next step is the development of a Code of Practice.	
COMMUNICATING WITH THE WELSH SPEAKING PUBLIC							
6	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. To be omitted	2009/10	✓			Communities First Partnerships, Corporate Strategy Team, Youth Council and Outreach Officer and Tenant Participation Officer. It is an ongoing programme of assessment and it is appropriate to delete this action.	

Action No.	Action	Target Date	Action Completed			Comment	Linked Target
			Yes	No	In Part		
7	Agree how to measure WLB E-government WLB 3, once WLB issued further guidance			✓		To be undertaken by the Corporate Strategy Team and the Website Editorial Group	WLI 3
8	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 2010/11			✓	To be undertaken by the Corporate Strategy Team, Welsh Language Officers Group, Customer Services and IT. The directory has been updated and discussions are ongoing regarding a more co-ordinated system.	L(WL) 4
THE COUNCIL'S CORPORATE AND PUBLIC IMAGE							
9	Measure website compliance with the Scheme	2010/11		✓		New action. To be undertaken by the Corporate Strategy Team, Welsh Language Officers Group and Website Editorial Group	
PUTTING THE SCHEME INTO PRACTICE AND MONITORING PROGRESS							
10	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. To be omitted	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. Due to the housing stock transfer to the not for profit organisation NPT Homes there is no longer a requirement to monitor the Building Repairs Call Centre	WLI 2

Action No.	Action	Target Date	Action Completed			Comment	Linked Target
			Yes	No	In Part		
11	Revise the Council's Welsh Language Scheme taking into consideration guidance received from the Welsh Language Board	2010/11		✓		New action. To be undertaken by the Corporate Strategy Team and Welsh Language Officers Group.	All targets
12	To assist the Welsh Language Board in carrying out verification exercises for: <ul style="list-style-type: none"> • Compliance of 2010 electoral forms and related materials with Welsh language schemes • Compliance of corporate websites with Welsh language schemes • Compliance of official notices; recruitment advertisements and related materials with Welsh language schemes 	2010/11		✓		New action. To be undertaken by the Corporate Strategy Team with assistance of the Welsh Language Officers Group, Electoral Services, the Website Editorial Group and other relevant services.	
13	Continue to promote and develop the network of employees who are Welsh speakers and learners.	2009/10 2010/11			✓	To be undertaken by the Corporate Strategy Team and Welsh Language Officers Group. The Network receives regular updates on Welsh language events and initiatives. Work is ongoing to make it more interactive.	WLI 4 (a) & (b), WLI 5
14	Ensure that the implementation of training opportunities to enable equalities training to be delivered more widely to employees includes Welsh Language Act requirements. To be omitted	2009/10			✓	The focus of training is currently on disability equality. Where appropriate Welsh Language Act requirements will be included in current and future equalities training. In light of this approach it is appropriate to delete this action.	

Action No.	Action	Target Date	Action Completed			Comment	Linked Target
			Yes	No	In Part		
IMPLEMENTATION ACTION PLANS AND TIMETABLE							
16	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 2010/11			✓	To be undertaken by the Corporate Strategy Team and Complaints Officers. There has been a delay in the revision of the Corporate Comments Compliments and Complaints Policy due to recent draft guidance issued from the Public Services Ombudsman for Wales. Changes made following the recommendations will be reflected in the final document.	